

# FFY 2018 Home Energy Plus Furnace Program Manual



***homeenergy+***



**WISCONSIN DEPARTMENT OF  
ADMINISTRATION**





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## **Disclaimer**

The Wisconsin Home Energy Plus (HE+) Furnace Program Manual is written by the Wisconsin Department of Administration (WI DOA), Division of Energy, Housing and Community Resources (DEHCR) for use by contracting WHEAP and Weatherization agencies, counties, and/or tribes administering the local HE+ Furnace Program. DEHCR reserves the right to change the Policies and Guidelines set forth in the HE+ Furnace Program Manual during the Federal Fiscal Year (FFY).

**Any DEHCR-initiated Information Transmittals issued via broadcast email distributed after the publishing of the current FFY HE+ Furnace Program Manual and establishing new or updated policy shall supersede the Policies and Guidelines set forth in the current FFY HE+ Furnace Program Manual.**

Questions or concerns regarding the interpretation of the Policies and Guidelines set forth in the current FFY HE+ Furnace Program Manual shall be directed to the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680).



## Chapter 1. Introduction

The Home Energy Plus (HE+) Furnace Program is a year-round program that provides assistance to eligible low-income Wisconsin households when their primary [heating system type](#)<sup>1</sup> (“furnace”<sup>2</sup>) no longer provides heat, is inoperable, or becomes unsafe. Local Weatherization agencies are responsible for managing program delivery and invoicing for payment of completed work. The Wisconsin Home Energy Assistance Program (WHEAP) Agency verifies applicant eligibility and reserves funds when completing the [referral](#) to the Weatherization Agency. WHEAP and Weatherization agencies work cooperatively to ensure program goals and requirements are met while providing timely delivery of service. All other applicable WHEAP and Weatherization program requirements apply.

The HE+ Furnace Program includes three basic types of referrals (see chart below). The factors that determine the type of referral are the time of year and the way in which the referral for service is initiated.

He+ Furnace Program Referrals		
Referral Type	Service Availability	Service Description
<a href="#">Emergency Furnace Referral</a>	October 1 – May 15 ( <a href="#">Heating Season</a> )	WHEAP Agency makes referral to Weatherization Agency. Emergency Response timeline applies.
<a href="#">Non-Emergency Furnace Referral</a>	May 16 – September 30	WHEAP Agency makes referral to Weatherization Agency. Emergency Response timeline applies only for unsafe heating system.
<a href="#">Weatherization Referral</a>  (Wx-REF)	October 1–September 30  (Year-round: WHEAP Program Year)	Weatherization Agency refers applicant to WHEAP Agency to verify applicant current <a href="#">program year</a> eligibility and to reserve furnace funds. The determination to repair or replace is made by the Weatherization Agency.
		Previously weatherized building with an operating heating system. Natural gas is available or will be available to the home due to utility gas expansion. The determination to repair or replace is made by the Weatherization Agency. Response timelines do not apply. Contribution required. See <a href="#">Fuel Switch Policy</a> .

**Note:** The difference between an **Emergency Furnace Referral** and a **Non-Emergency Furnace Referral** is the time of year in which the referral is made and the required response timelines. In both cases the furnace must be inoperable or unsafe at the time of referral.

<sup>1</sup> The first use of a term or phrase defined in Appendix A is in **bold text** with a link to the definition.

<sup>2</sup> The term “furnace” is used interchangeably with the term “heating system” throughout this manual.

## **1.1 Overview**

The following criteria apply to the HE+ Furnace Program:

- 1) Current Federal Fiscal Year (FFY) WHEAP eligibility is required. If the applicant eligibility has not been determined prior to the furnace service [request date](#), the WHEAP Agency shall make it a priority to assist the customer in completing a current year HE+ application, especially with regard to a Weatherization Referral. An early application may be required if referral is near the end of the program year and the furnace work cannot be completed and paid for by the end of the current program year.
- 2) Rental properties, including single family homes, [mobile or manufactured homes](#) and multi-family homes with up to four units are eligible for HE+ Furnace Program services when the criteria in [Chapter 3.4](#) and [Chapter 3.5](#) of this manual are met.
- 3) Homes owned by a business (LLCs, Limited Partnerships, Corporations, etc.) are not eligible for Furnace Program services. Agencies shall contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) prior to denying the referral request.
- 4) There is no entitlement to furnace services. HE+ Furnace Program services may be [deferred](#) or [denied](#) for several different reasons including:
  - a. The household has adequate resources (or assets) to address the furnace failure.
  - b. The furnace is in an [ineligible dwelling](#) (see [Chapter 3.5.4](#)).
  - c. Funds allocated to furnace services have been expended.
  - d. Condition or maintenance of the dwelling prohibits access to the heating system, and/or prevents the heating system from safely operating.
  - e. Worker safety is threatened due to the structural condition or maintenance of the dwelling, occupant(s) behavior, unrestrained animals, or illegal activity.
  - f. Applicant has altered the operation of the furnace or has misused or deliberately damaged the furnace.
  - g. The applicant did not reside in the home at the time the heating system failed or became unsafe (see [Chapter 3.5.6](#)).
  - h. Other reasons specific to the dwelling or household.
- 5) WHEAP Agency referrals for Emergency and Non-Emergency furnace services may be denied when:
  - a. The heating system is working and there is not a heating system safety concern regarding the applicant household.
  - b. There is a secondary heating system capable of providing adequate heat to the dwelling throughout the entirety of the heating season.
  - c. The applicant did not reside in the home at the time the system failed or became unsafe (see [Chapter 3.5.6](#)).

- 6) Only the heating system that utilizes the primary fuel designated in the current year HE+ application will be serviced through the Furnace Program, unless the need for a change in the household's primary fuel type is clearly identified (see [Fuel Switch Policy](#)).
- 7) For cost limits and information related to decision-making for repair versus replacement, see [Chapter 5](#).
- 8) The local WHEAP Agency is responsible for verifying WHEAP eligibility and homeownership prior to referring a household to the Weatherization Agency for Emergency and Non-Emergency HE+ Furnace Program assistance.
- 9) The local WHEAP Agency is responsible for verifying WHEAP eligibility for a Weatherization Referral prior to the start of the furnace service work. When considering a Wx-REF verify with the WHEAP Agency current year eligibility prior to starting any work on the heating system.
  - a. The Weatherization Agency is responsible for verifying homeownership for a Weatherization Referral.
- 10) The Weatherization Agency is responsible for coordinating the installation of repairs and/or replacements, remediation steps with the contractor or applicant, and entering invoices in the HE+ System.
- 11) The WHEAP Agency is responsible for ensuring applicant household safety, as it relates to a no-heat or potential unsafe furnace situation.
- 12) Home Energy Plus Furnace Program service decisions are not eligible for appeal.
- 13) If the Contractor and/or Weatherization Agency observes the dwelling unit is not occupied (no furniture in the home, unplowed/un-shoveled sidewalk/driveway) the Contractor and/or Weatherization Agency shall cease the provision of services and the Weatherization Agency shall contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for additional guidance.
- 14) If fraud is suspected cease the provision of services and contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for additional guidance.



## **Chapter 2. Response Requirements**

### **2.1 WHEAP Agency Response Requirements**

#### **2.1.1 WHEAP Referral—Emergency Referral Furnace Services**

During the heating season, the local WHEAP Agency shall respond to requests for a heating system repair or replacement within 48 hours. **If the situation is potentially life-threatening, the WHEAP Agency shall respond within 18 hours.** In determining whether the situation is life-threatening, the WHEAP Agency shall consider the expected low temperature for the next 72 hours and whether the household has any vulnerable individuals (elderly, disabled, or children under six).

The local WHEAP Agency shall establish procedures with the Weatherization Agency to ensure a furnace repair or replacement occurs within 72 hours of notification to the Weatherization Agency for heating unit emergencies.

If status notification from the Weatherization Agency indicates the 72-hour deadline will be exceeded, the Weatherization Agency shall document this in furnace system notes and notify the WHEAP Agency to ensure continued safety needs of the household are met, if applicable.

**Reminder:** The local WHEAP Agency is responsible for ensuring that applicants waiting for furnace services have temporary heat, can be provided temporary heat, or are able to relocate. The WHEAP Agency is responsible for ensuring the health and safety of the household.

#### **2.1.2 WHEAP Referral—Non-Emergency Furnace Services**

From May 16 – September 30, the local WHEAP Agency shall respond to requests for heating system repair or replacement (Non-Emergency Furnace Referral) within five business days of the initial request. If there is a safety concern with the furnace, the Emergency furnace service timelines shall apply.

#### **2.1.3 Weatherization Referral (Wx-REF)**

The WHEAP Agency is responsible for ensuring the customer is WHEAP eligible in the current Federal Fiscal Year (FFY) and must create the referral in the HE+ System.

**Reminder:** For any rental dwelling WHEAP furnace referrals, the WHEAP agencies must include in the initial furnace system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner person ID shall also be included in the notes. See [Chapter 3.4](#) for more information on rental dwelling requirements.

**Note:** When entering initial furnace referral notes, the WHEAP worker shall include the following for each referral:

- Description of applicant's reported problem.
- Type of proof used to verify ownership (excluding Wx-REFs).
- Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents.

**Note:** If the WHEAP Agency does not create a furnace referral due to the customer not meeting eligibility requirements, the WHEAP worker shall complete all the following steps:

- Notify the customer by phone, letter, or email that their request has been denied and explain the reason for the denial.
- Make HE+System Notes in the 'general' section detailing the customer's situation and why the referral was not made.

## **2.2 Weatherization Agency Response Requirements**

### **2.2.1 Emergency Furnace Services**

The Weatherization Agency shall verify that the building and heating system criteria (see [Chapter 1.1](#)) for HE+ furnace services are met and assess the heating system condition within 24 hours of receiving the Emergency furnace services referral from the WHEAP Agency.

The Weatherization Agency shall complete services within 72 hours of receiving the referral from the WHEAP Agency.

**Note:** In the case of a delayed response ([furnace assessment](#) conducted beyond 24-hour deadline or services completed after 72-hour deadline), the Weatherization Agency shall document in furnace system notes the reason for the delay, whether the household has temporary heat, can be provided temporary heat or are able to relocate, and what steps were taken to ensure the health and safety of the residents.

**Exception:** If the household has been provided temporary heat, or there is no threat to the safety of the residents, the response time may be extended beyond 72 hours, but not beyond seven calendar days. In the case of an exception, the Weatherization Agency shall document in furnace system notes the reason for the delay and verify there is no safety threat to the household residents.

**Reminder:** Weatherization Agency shall contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) if the time period is extended beyond seven calendar days.

### **2.2.2 Non-Emergency Furnace Services**

The Weatherization Agency shall verify that criteria for HE+ Furnace services are met and assess the heating system condition within 10 business days of the WHEAP referral.

**Exception:** If the WHEAP referral indicates a potential safety concern related to the heating system, the Emergency Furnace Services 24-hour furnace assessment timeline applies. The Weatherization Agency shall document in the HE+ System Furnace Note field the potential safety concern and provide a status update to the WHEAP Agency following the furnace assessment so that they may take appropriate action to ensure the health and safety of the household.

**Exception:** In the case of a Non-Emergency fuel switch, response requirements **do not** apply when a main and/or lateral is being extended (see [Fuel Switch Policy](#)).

### **2.2.3 Wx-REF**

The Weatherization Agency shall document in the HE+ System Furnace Note field a status update within seven business days of when the WHEAP Agency completed the Wx-REF.

**Non-Emergency and Wx-REF:** If the heating system repair or replacement is delayed beyond 30 calendar days from the WHEAP [referral date](#), the Weatherization Agency shall document the reason for the delay in furnace system notes. This situation may occur due to a variety of factors related to the cycle for completing heating system work under Non-Emergency conditions or as part of a weatherization job.

**Note:** *The deadline for completion of FY17 furnace service work and invoicing in the HE+ Furnace System during September is close of business on September 28, 2018.*



## **Chapter 3. Eligibility**

### **3.1 WHEAP Eligibility for HE+ Furnace Program Services**

The household shall meet the financial and non-financial eligibility requirements for WHEAP benefits.

**Exception:** *For Emergency furnace services, if the household is not eligible using the normal income test period, the previous month's income may be used. The WHEAP Agency shall clearly communicate to the applicant that if a household's eligibility for furnace service is based on the previous month's income, the household is **not** eligible for Weatherization services.*

**Reminder:** Households reporting zero income for two (2) consecutive years require an in-person application which shall be reviewed and approved by a supervisor/manager prior to submittal. HE+ system notes shall document name of supervisor/manager who approved the case as "ready to be submitted". An explanation in HE+ system notes shall also include a description of how the household living expenses are being/have been paid.

#### **3.1.1 HE+ System Eligibility Determination**

When entering data in the furnace application, the system will calculate eligibility based on the prior three months' income. If a household is ineligible based on three months' income, the HE+ System uses the previous month's income to determine the applicant's eligibility.

"Current Month" income can be entered in order to override income ineligible furnace applications. The WHEAP Agency shall clearly communicate to the applicant that if a household's eligibility for furnace service is based on the current month's income, the household is **not** eligible for Weatherization services.

The local WHEAP Agency shall determine WHEAP eligibility and verification of homeownership by completing the HE+ application process, prior to sending an Emergency Furnace Referral or a Non-Emergency Furnace Referral to the Weatherization Agency.

Reimbursements of applicant expenses are not allowed for a furnace repaired or replaced by the applicant or a contractor hired by the applicant.

**Note:** *If the death of the case head or household member occurs after the date of application and before the application is extracted, the application is no longer valid and the application will deny because there is a deceased individual on the application. Any unextracted furnace applications will be systematically locked when the case head or household member has been marked deceased. The WHEAP Agency shall contact the HE+ Help Desk to unlock the furnace application and shall receive prior approval before processing the application. For additional guidance, please contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov)) or 608-267-3680.*

### **3.1.2 Emergency Furnace Referral With No SSN Verification**

If the applicant has no HE+ Application and Social Security Number (SSN) in the Master Client Index (MCI), needs to go through the estimated three-day Social Security Administration (SSA) approval, and is experiencing loss of heat due to a nonfunctioning furnace, or a furnace which needs repair/replacement due to a health and safety concern, the process is:

- 1) Applicant provides Social Security Card or another government-issued document containing the SSN for any household members whose SSN is waiting to be verified.
- 2) Worker documents in furnace system notes which documents were viewed for each household member.
- 3) Worker explains to applicant that they will be held responsible for repaying the furnace repair/replacement funds in the event the SSN(s) cannot be verified through SSA.
- 4) Applicant shall sign the WHEAP Certification page of the application prior to the worker conducting a referral.
- 5) The application will be in an “On Hold” status and a referral will **not** be created through the HE+ System, however the worker may submit the referral directly to the Weatherization Agency while waiting for SSN verifications.
  - a. The WHEAP worker shall proceed with the following steps for a direct referral:
    - i. Send the furnace referral directly to the Weatherization Agency by the agency agreed upon method (email, phone, fax, etc.) to ensure the Emergency furnace situation is addressed within allowable timelines.
    - ii. The WHEAP worker shall put “Emergency Furnace Direct Referral due to pending SSN verification” in the subject line of any document sent.
    - iii. Document in furnace system notes that a direct referral was made due to a pending SSN Verification.
    - iv. When the SSN has been verified and the application is complete, the WHEAP worker shall create a system-generated furnace referral, indicating in furnace system notes that this is a referral which was already sent manually, specifying the date it was sent.

### **3.1.3 Non-Emergency Or Wx-REF Furnace Referrals With No SSN Verification**

Agencies shall **not** make a Furnace Program referral until all SSNs on HE+ Application have been verified and the HE+ Application is complete.

**Reminder:** In order for an application to be considered complete, it must have a dated applicant signature and dated intake worker signature on the Certification Page. (See [WHEAP Operations Manual](#) Chapter 1.6).

**Note:** *In the case of a health and safety concern, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) prior to making a referral.*

### **3.2 No-Heat (Applies To Emergency And Non-Emergency Furnace Referrals)**

To establish eligibility for an Emergency or Non-Emergency Furnace Referral, a “no heat” situation or furnace that is unsafe to operate shall be identified.

**Note:** *A household is considered to be in a no-heat situation when the furnace is not working or is unsafe to operate (e.g., leaking carbon monoxide (CO) into the living space, flames rolling out of the firebox, or similar problems).*

A no-heat situation does **not** exist if:

- The furnace is functioning, but the distribution system is only delivering heat to part of the dwelling.
- The furnace is not operating at its peak efficiency but is delivering heat to the home.
- The furnace is not running due to electricity being disconnected or no fuel is available to run the furnace.

If a dwelling/unit is determined ineligible for furnace services during or after the initial furnace assessment due to a no-heat situation, the Weatherization Agency shall cease the provision of services, send a denial letter to the customer and inform the WHEAP worker (see [Chapter 3.6.3](#)). The Weatherization Agency shall invoice as an “assessment only” using the SFAS code and shall enter furnace system notes documenting the reason for [denial of services](#) (see [Chapter 7](#)).

### **3.3 Homeownership (Applies To All HE+ Furnace Program Services)**

The applicant, or a member of the household listed on the HE+ Application, must be the recorded owner of the home (dwelling) or be an eligible renter to receive HE+ Furnace services. This section covers only the requirements for homeownership, not renter eligibility. For information about renter eligibility, see [Chapter 3.4](#).

The dwelling (building) shall be within the jurisdiction of the serving WHEAP Agency—within the reservation boundaries, or within the county borders. Homeownership shall be verified prior to referral for furnace services.

Homes owned by a business (LLCs, Limited Partnerships, Corporations, etc.) are not eligible for Furnace Program services. Contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) prior to denying the referral request.

Verify homeownership by obtaining a copy of one of the following:

- 1) Property tax bill, deed, or a verification statement from the county assessor’s office. The documentation shall show that a household member is the owner. Review documents to verify that the owner’s property address (on tax records) matches the dwelling address.

- 2) Life-estate or life-tenancy documentation that is recorded with the County Register of Deeds may be used to satisfy the required dwelling ownership, provided the individual actually lives in the dwelling.

**Note:** *If the life estate is included in the provisions of a will made by the former owner of the property, the requirement for registration may be waived. For further guidance contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680).*

- 3) Land contract buyers may be considered homeowners if the land contract is registered, and the buyer is responsible for paying the property taxes and building maintenance. Notarization of the contract does not establish the buyer's claim to the property.
- 4) If the ownership is based on a Quit Claim Deed, additional verification of the deed is required. Additional verification may include evidence that the tax records show the "new" owner as responsible for paying the property taxes, or evidence the giver of the Quit Claim Deed was the owner of the property at the time of the conveyance.
- 5) If the dwelling is a mobile home or a manufactured home, a certificate of title issued by the Department of Safety and Professional Services is the preferred proof of ownership. Titles issued prior to 2001 were issued by the Department of Transportation and are acceptable as proof of ownership. The documentation shall show that a household member is the current owner.
- 6) Mobile or manufactured homes on private property are not required to be titled according to State of Wisconsin law. If a customer resides in a mobile or manufactured home that is on private property and does not have a Certificate of Title, a Bill of Sale, or a copy of the Homeowner's Insurance, the customer must provide documentation that identifies the household member's name as the owner of the property on which the address listed on the HE+ Application is located. Acceptable documentation includes:
  - a. Property tax records
  - b. Deed
  - c. Other verification of ownership of the land on which the mobile or manufactured home sits

**Note:** *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date.*

If a customer resides in a mobile or manufactured home that is not on private property and does not have a Certificate of Title, the WHEAP Agency is encouraged to work with the customer to obtain a title by mailing the completed application and necessary payment to the Department of Safety and Professional Services. Upon mailing of the Certificate of Title application and payment a WHEAP referral can be made to the Weatherization Agency. In the case where a customer is unable to provide a title, or acquire a title, the customer may provide a Bill of Sale,

or a copy of the Homeowner's Insurance where the document provided identifies the household member's name as the dwelling owner and describes the dwelling (e.g. serial number, make and year), or property tax records that name a household member as responsible for the taxes at the address listed on the HE+ Application.

**Note:** Use the Department of Safety and Professional Services (DSPS) website to search for current ownership if the customer has a title but cannot provide a copy of the title.

<http://dsps.wi.gov/Licenses-Permits/Credentialing/Manufactured-Homes>

Titles issued by the Department of Transportation (DOT) (prior to 2001) are not on the DSPS website. Follow the instructions on the site to conduct a search. If the correct unit is in the database and the applicant is shown as the owner, highlight the entry and print a copy to put in the file. If the unit is not in this database, call (608) 264-9596 and request assistance from DSPS staff.

If an agency is unable to verify homeownership utilizing one of the above methods, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) prior to making the referral for furnace services.

### 3.3.1 Tribal Homeownership

Use the table below to determine homeownership for applicants who are members of a tribe. The homeownership documentation used for verification shall be placed into the furnace file.

Tribal Homeownership Verification	
Tribal Dwelling Type	Acceptable* Tribal Homeownership Verification
Single Family Home	<ol style="list-style-type: none"> <li>1. Tribal Land Resolution.</li> <li>2. Rent-to-Own Contract acknowledging the premises and dwelling improvement upon it.</li> <li>3. Land Assignment including acknowledgement of the dwelling/structure/improvement.</li> <li>4. Tribal Land Lease that includes a description of the dwelling located on the property.</li> <li>5. Tribal Land Lease accompanied by Quit Claim Deed</li> <li>6. Tax Record with an applicant household member's name as owner.</li> <li>7. When all other options have been exhausted, the agency may use a Tribal attestation of homeownership. Use the Tribal Homeownership Verification Template on Tribal Letterhead; available on the <a href="#">HE+ website</a> under "Furnace Program Documents".</li> </ol>

	<b>Note:</b> A Quit Claim Deed alone is <b>not</b> sufficient.
<b>2-4 Unit Building</b>	1. Rental Lease  <b>Note:</b> The owner should be the Bureau of Indian Affairs or the corresponding tribe. If not, call the HE+ Help Desk ( <a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680).
<b>Mobile or Manufactured Home</b>	1. Mobile Home Title with an applicant household member's name as owner. 2. Mobile Home Title with tribe as owner and Land Lease that includes a description of the Mobile Home on the property. 3. A Bill of Sale, or a copy of the Homeowner's Insurance, where the document provided identifies the household member's name as the dwelling owners and describes the dwelling (e.g. serial number, make and year), or property tax records that names a household member as responsible for the taxes at the address listed on the HE+ Application. 4. When all other options have been exhausted, the agency may use a Tribal attestation of homeownership. Use the Tribal Homeownership Verification Template on Tribal Letterhead; available on the <a href="#">HE+ website</a> under "Furnace Program Documents".

\*There may be other forms of verification not listed above. Contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for assistance in determining tribal homeownership. If HE+ Help Desk approval is granted, furnace system notes are required.

Typically, the applicant household will have a copy of the Land Lease (often either a 99-year term or a 25-year term). If the applicant household does not have the lease, the Tribal Housing Authority will be able to help the applicant acquire a copy of the Land Lease. The Lessor will be either the Bureau of Indian Affairs (BIA) or the corresponding tribe. Any items not listed in the table above require approval from the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) to be used as verification of homeownership.

## **3.4 Rental Dwellings**

### **3.4.1 2-4 Unit Rentals**

Customers who reside in a 2-4-unit rental building are eligible for Furnace Program services when:

- 1) The building owner resides in the building containing the inoperable or unsafe heating system (but not necessarily the same unit), and

- 2) The applicant residing in the rental unit containing the inoperable or unsafe heating system and the building owner who resides in the building are both WHEAP eligible in the current program year with a complete HE+ Application on file.
  - a. A current program year eligible application is required for the property owner.
  - b. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.

**Note:** *If the property owner does not claim rental income and/or does not file taxes, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for guidance.*

### **3.4.2 Mobile Home Rentals And Single Family Home Rentals**

Customers who reside in a rented mobile home or rented single family home are eligible for Furnace Program services when:

- 1) The applicant residing in the rental home containing the inoperable or unsafe heating system and the building owner are **both** WHEAP eligible in the current program year with a complete HE+ Application on file.
  - a. A current program year eligible application is required for the property owner.
  - b. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.

**Note:** *If the property owner does not claim rental income and/or does not file taxes, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for guidance.*

- c. The WHEAP Agency must retain copies of the property owner's signed certification page, homeownership record and tax forms in the tenant's application file. If the property owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and provide copies of the property owner's signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.

### **3.5 Dwelling and Structural Eligibility**

- 1) There shall be an existing furnace/heating system installed in the dwelling.
- 2) WHEAP eligible applicants that have a heating system damaged by flood, fire or natural disaster needing repair or replacement can be referred for Furnace Program services if the eligible applicant does not have insurance coverage that will address any needed repair or replacement and assistance from other federal, state or local funding sources is not available.
- 3) The heating system shall be in an eligible dwelling and household. Buildings eligible for heating system repair or replacement are:

- a. Owner-occupied single family homes.
- b. Owner-occupied single family houses where two (2) or fewer bedrooms are rented to roomers.
- c. Owner-occupied mobile homes.
- d. Mobile home rentals and single family home rentals where both the tenant and the property owner are WHEAP eligible and:
  - i. The property owner has a current program year Person ID and
  - ii. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules
- e. An owner-occupied 2-4 unit building with one heating system serving one or more units of the dwelling, or with multiple heating systems where the inoperable or unsafe heating system is in a WHEAP eligible household and the owner is WHEAP eligible and:
  - i. The property owner has a current program year Person ID and
- f. The property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.

**Note:** *If the property owner does not claim rental income and/or does not file taxes, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for guidance.*

- 4) Structures **not** eligible for heating system repair or replacement include:
  - a. Buildings that contain a residential **and** a commercial unit where both the residential and commercial units share a furnace.
  - b. New construction or units undergoing major remodeling projects.
  - c. Dwellings where a heating system does not exist.
    - i. Heating system shall be associated with the eligible unit identified by the agency.
  - d. Recreational vehicles and other **ineligible dwelling** units, even when modified with permanent additions.
  - e. Dwellings created by making vehicles, or parts of vehicles, immobile by putting them on blocks or otherwise attaching them to a site.
  - f. Residential buildings that consist of five or more units (unless the applicant owns the unit where the heating system that is not safe or not working is located, such as a condo).
- 5) If a structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) prior to proceeding with Furnace Program services.
- 6) If, after the assessment of a failed furnace, the Weatherization Agency or its subcontractor determines the heating system had not been in working condition prior to the customer's residency in the home, the Weatherization Agency shall receive approval from the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) **prior to proceeding with Furnace Program services.**

### **3.6 Policy Guidance: Deferring Or Denying Furnace Program Services**

The decision to defer or deny work in a dwelling is difficult, but necessary in some cases. Grantees are expected to pursue reasonable options on behalf of the dwelling owner, and to use good judgment in dealing with difficult situations.

**Reminder:** Contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for direction when dealing with problematic cases.

#### **3.6.1 Deferral Of Furnace Program Services**

A deferral is a temporary delay of Furnace Program services to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions that impede completion of Furnace Program work. This does not mean that Furnace Program assistance will never be available, only that Furnace Program services shall be postponed until the problems can be resolved and/or alternative resources are found.

Furnace Program services may be deferred when:

- Building is for sale or in foreclosure
- Chemical or combustion hazard
- Clutter/restricted access to work areas
- Lead paint hazard
- Moisture/mold
- Possible asbestos containing material
- Refused/unable to pay contribution
- Remodeling
- Repair
- Sewage/animal feces
- Vermin/pests
- Other

The requirements for rectifying the deferral shall be reasonable and appropriate to the severity of the situation being addressed.

Grantees shall not simply defer service without pursuing other options and attempting to identify other resources to address the identified hazard(s). Grantees may defer Furnace services to the customer until the repair or health and safety issue is addressed with other funds.

The Division administers several housing programs that may be appropriate referral resources, including:

1) [Community Development Block Grant \(CDBG\)-Small Cities Housing Program](#)

- These funds are primarily used for rehabilitation of housing units, homebuyer assistance, and small neighborhood public facility projects.

2) [CDBG-Housing Revolving Loan Fund Program](#)

- Under the CDBG housing RLF, homeowners in owner-occupied dwellings and homebuyers receive 0% interest loans that are either deferred or low monthly payments.

3) [HOME Homebuyer and Rehabilitation Program](#)

- A program was established to provide essential home purchase assistance and necessary home rehabilitation, and other vital improvements for dwelling units occupied by low- and moderate-income households.

### **3.6.2 Deferral Notification Requirements For Weatherization Agency**

#### **1) Customer notification**

Upon the decision to defer Furnace Program services, the customer shall be notified in writing by the Weatherization Agency within two business days sent by mail. If the mail notification is returned to the grantee the furnace referral may be denied. The notification shall be sent by mail or hand delivered.

**Notifications shall include:**

- The reason for the deferral, and the means by which the applicant can rectify the situation so Furnace Program services can be performed.
- A reasonable timeframe to correct the identified issue, not to exceed 30 days.
- Information on who the applicant should contact when the situation is rectified.

***Note:** Grantees shall continue to make appropriate referrals to any programs available to assist customers in resolving the deferral issue(s).*

Any eligible applicant that complies fully with these requirements shall be reinstated in the Grantee's work system so Furnace Program services can progress as soon as reasonably possible.

#### **2) WHEAP Agency notification**

The Weatherization Agency shall contact the WHEAP Agency to inform them of the delay as the WHEAP Agency is responsible for ensuring applicant household safety, as it relates to a no-heat or potential unsafe furnace situation.

### **3.6.3 Deferral Documentation Requirements For Weatherization Agency**

- Pictures documenting the reason for deferral (mold or other problems) are required and shall be part of the customer file record.
- Copy of notification letter sent to customer.
- Application notes shall be entered in the system with an explanation of the deferral reason and the date by which the situation is to be corrected.

### **3.6.4 Denial Of Furnace Program Services**

A denial of Furnace Program services may be issued when the dwelling is deemed ineligible or for other policy-related issues as listed below:

- 1) The furnace is in an ineligible dwelling (see [Chapter 3.5](#)).

- 2) The heating system is working and there is not a health and safety concern to the applicant household.
- 3) There is a secondary heating system capable of providing adequate heat to the dwelling throughout the entirety of the heating season.
- 4) The customer/owner did not correct identified reasons for a deferral in the allotted time frame.
- 5) The applicant has altered the operation of the heating system or has mistreated the furnace so that the warranty is void.
- 6) Two or more **documented** appointments set by the grantee or contractor have been missed by the customer.
  - Dates and times of appointments made and subsequently missed by the customer shall be added to furnace system notes.
- 7) If the structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building. The Weatherization Agency shall receive approval from the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) prior to proceeding with Furnace Program services (see [Chapter 3.5.5](#)).
- 8) The applicant did not reside in the home with the inoperable or unsafe heating system at the time the system failed or became unsafe.

**Note:** Fees from the furnace assessment shall be entered in the furnace referral and the grantee shall use the SFAS code to deny (see [Chapter 7](#)).

**Note:** If the situation is resolved at a later date and the customer still remains WHEAP eligible, a new furnace referral may be created by the WHEAP Agency.

### **3.6.5 Denial Of Service Notification Requirements**

#### **1) WHEAP Agency Requirements**

If the WHEAP Agency does not create a furnace referral due to the customer not meeting eligibility requirements, the WHEAP worker shall complete all the following steps:

- Notify the customer by phone, letter, or email that their request has been denied and explain the reason for the denial.
- Make system notes in the 'general' section detailing the customer's situation and why the referral was not made.

#### **2) Weatherization Agency Requirements**

If a dwelling/unit is determined ineligible for Furnace Program services during or after the initial furnace assessment, the Weatherization Agency shall complete **all** of the following steps:

- Cease the provision of services,
- Send a denial letter to the customer with the reason for the denial,
- Deny the referral in the HE+ system,
- Invoice the job as "assessment only" using the SFAS code (see [Chapter 7](#)),
- Contact the WHEAP Agency to inform them of the denial,
- Provide the WHEAP Agency with a copy of the denial letter,
- Make furnace system notes detailing the reason(s) for the denial.

**Note:** *If the situation is resolved at a later date and the customer still remains WHEAP eligible a new furnace referral may be created by the WHEAP Agency.*

## **Chapter 4. Operational Procedures**

### **4.1 General Responsibilities**

- 1) A Contact Information Form shall be completed by the local WHEAP Agency and the local Weatherization Agency detailing contact information and responsibilities assigned to the two agencies (or programs when housed within one agency) regarding the HE+ Furnace Program. Agencies shall use the form provided by DEHCR and submit it electronically to the Division via the Help Desk by October 1st each year. The Contact Information Form is located on the [HE+ website](#) under “Furnace Program Documents”.
- 2) For Emergency and Non-Emergency furnace assistance:
  - The local WHEAP Agency is responsible for determining if a household is eligible (both WHEAP eligible and a homeowner or eligible renter). If a no-heat situation exists and eligibility is not yet verified, the local WHEAP Agency may need to address the no-heat situation in another way and complete eligibility determination for the household before making the referral to the Weatherization Agency.
  - WHEAP agencies shall not submit the referral to the Weatherization Agency until eligibility for Emergency and Non-Emergency furnace assistance has been determined and the homeownership verification document has been verified, this includes after hours, holidays and weekends. See [Chapter 3.1.2](#), and [Chapter 3.1.3](#) for guidance when waiting for SSN verification from MCI.

**Note:** Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date.

- 3) The Weatherization Agency is responsible for verifying homeownership for a Weatherization Referral (Wx-REF).
- 4) The Weatherization Agency is responsible for assessment of the furnace, coordinating the installation of repairs and/or replacements, any remediation steps with the contractor, obtaining any required authorizations to exceed program limits from the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680), conducting a final inspection of all replacements, and completion of the final invoice in the HE+ System.
- 5) For furnace replacements, the final invoice shall not be submitted in the HE+System until after the completion of the final inspection and any re-works or corrections.
- 6) For referrals that meet the eligibility criteria there shall be a visual assessment of the furnace, even if it does not result in a repair or replacement (for example, when the furnace is working safely). If the Contractor observes the dwelling/unit is ineligible for Emergency furnace services, the Contractor shall cease the provision of services and immediately contact the Weatherization Agency or authorized agent for additional instruction. If the dwelling/unit is determined to be

ineligible based on information gained during the on-site visit, the Weatherization Agency can deny any further service and can pay for any trip charge using the furnace “assessment only” code (SFAS).

- 7) The Weatherization Agency shall complete the final inspection of each furnace replacement within two weeks of the installation.
  - Agencies with a tiered inspection process are required to submit their inspection plan to the division for approval prior to implementing.
- 8) The Weatherization Agency shall enter in the HE+ System Note field an explanation of what was wrong with the furnace, the age of the furnace, and what was repaired or why it was replaced.
- 9) The Weatherization Agency shall complete in the HE+ System the final job invoice for each furnace repair or furnace assessment no later than 30 calendar days from the repair service referral, and no later than 45 calendar days from each furnace replacement unless the program year-end deadline applies (see [Chapter 2.2](#)).

**Exception:** *When there is no conflict with the year-end FFY program deadline for invoicing, Weatherization Referral or Non-Emergency Furnace Referral heating system replacements may exceed the 45 calendar day time period. A furnace system note shall be entered documenting the reason for the delay beyond 45 calendar days.*

Supporting file documentation for the invoice shall include the following items:

- Service Date: Date(s) furnace service was performed (actual date of installation or date repair was completed)
- Fuel Type if fuel switch
- System Type
- Heating System Manufacturer: required for repair and replacement
- Heating System Model Number: required for replacement and optional for repair
- Cost of furnace assessment only, replacement or repair (only one total cost is required for entry in the HE+ System) and itemization documentation for any furnace assessment, trip charge, or collateral work such as asbestos, plumbing or electrical.
- Job Cost Reduction (less any incentives or rebates on equipment/services from other sources)

**Note:** *Costs shall be based on actual and allowable expenses.*

**Note:** *No partial invoicing of furnace services is allowed. The invoice submitted in the HE+ System shall contain all appropriate charges. Items not included on the invoice when submitted will be handled through the Furnace Monthly Invoice for Program Support and Administration, retain documentation for file.*

- 10) Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus (HE+) Furnace Programs describes technical requirements and is available on the [HE+ Procurement SharePoint](#) server.
- 11) The Weatherization Agency shall ensure priority services and availability of heating systems that meet the required standards.
- 12) The Weatherization Agency shall determine for each job whether a repair or replacement is appropriate and update information in HE+ Furnace System notes when applicable.
- 13) The Weatherization Agency shall perform the furnace services or may subcontract the work to sub-contractor(s) selected by competitive bids. See Chapter 6 of the [Weatherization Program Manual](#) for details on Procurement Management.
- 14) Weatherization agencies may use their staff to do repairs and replacements after the Division has approved the costing procedure.
- 15) If a Non-Emergency Referral or Weatherization Referral occurs in late August or September and the furnace service and invoice will not be completed prior to close of business September 28, 2018, the furnace service must be suspended to allow the WHEAP Agency to promptly assist the applicant in completing an early application for the subsequent FFY. Once the applicant's eligibility is verified for the upcoming FFY, the furnace application may be attached to the early application and the Weatherization Agency may resume furnace service work.

**Note:** *If the customer's eligibility status changes with the new FFY application, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for guidance.*



## **Chapter 5. Technical Specifications And Requirements**

### **5.1 General**

The intent of the HE+ Furnace Program is to make decisions related to repairing or replacing a heating system based on an assessment of the problem, condition, and age of the heating system. The guidelines in this chapter are designed to be used as parameters that are applied in the context of a determination of a heating system's remaining useful life. The guidelines mirror the Wisconsin Weatherization Program protocols for decision-making (however, in the case of a weatherization job, the results of electronic modeling would determine the next step).

Weatherization agencies are expected to apply their experience and technical knowledge to the decision to repair or replace, as the agency is ultimately responsible for these decisions. If this decision is delegated to a subcontractor or other entity, the agency shall ensure compliance with requirements and guidelines through a documented Quality Control Plan.

The repaired or replaced heating system shall meet all guidelines in this manual. For exact technical specifications, see Attachment 4 – Technical Specifications for WI Wx and HE+ Emergency Furnace Program available on the [HE+ Procurement SharePoint](#) server.

### **5.2 Service Guidelines And Limits**

<b>HE+ Furnace Program System Type Repair/Replace Cost Limits</b>		
<b>System Type</b>	<b>Repair Max</b>	<b>Replacement Max</b>
Forced Air	\$750	\$6,000
Hot Water Boiler	\$1,000	\$8,500
Steam Boiler	\$1,000	\$8,500
Room/Space Heater*	\$750	\$5,000
Wall Furnace	\$750	\$5,000
Other	\$1,000	\$5,000

#### **5.2.1 Repair Or Replacement**

The heating system should be repaired when it is a reasonable and appropriate solution to the situation. The Weatherization Agency is responsible for determining the most reasonable course of action and making a recommendation to the Division if a waiver is necessary. The following requirements apply:

- 1) Only one heating system may be repaired or replaced in a dwelling, except when the heating systems are room/space heaters. See requirements for space heater replacement in [Chapter 5.2.8](#).
- 2) If heating system repair costs are expected to exceed the repair limit and the estimated useful life is less than five years, the system shall be replaced in most cases. Contact the HE+ Help

Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) when questions arise about replacement versus repair prior to the work being performed.

- 3) Existing heating systems that have a standing pilot ignition and have exceeded their useful life shall be replaced.
- 4) If repairs of an electric heating system are expected to exceed the repair limit, the electric heating system shall be replaced with a non-electric heating system.

**Note:** *If it is not feasible to replace with a non-electric heating system, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) to request a waiver.*

- 5) Total replacement costs, including any needed collateral activities, may not exceed the system type replacement limit unless approved by the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) before the work is started.
- 6) The following information shall be provided when submitting a waiver request to the Help Desk:
  - a. Applicant name
  - b. Person ID or Application number
  - c. Age of existing heating system
  - d. Reason for repair or replacement
  - e. Estimated costs of repair, replacement and collateral activities
  - f. Other notes relevant to the situation

**Note:** *Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement through the HE+ Furnace Program.*

### **5.2.2 Technical Specifications Related To Decisions**

The Weatherization Agency shall follow the same heating system technical specifications and decision-making protocols outlined for heating systems addressed under the Wisconsin Weatherization Assistance Program (WAP), except for differences identified for WHEAP Agency referrals (Emergency Furnace and Non-Emergency Furnace). Documentation shall be retained by the Weatherization Agency to demonstrate compliance with technical and decision-making requirements. A documented Quality Control Plan for contracted work is required (see [Chapter 6 of the Weatherization Program Manual](#)). When a Weatherization Agency chooses to delegate decision making to their HVAC contractor regarding the decision to replace or repair, the documented Quality Control plan shall address this activity.

The following activities shall be performed by the Weatherization Agency to address questions pertaining to weatherizing a dwelling referred by the WHEAP Agency for Emergency or Non-Emergency furnace service:

- 1) The Weatherization Agency shall identify whether the referral is for a dwelling that was previously weatherized.

- a. Emergency Furnace - When furnace assessments are performed by a contractor and a replacement is required, the Weatherization Agency and/or contractor shall develop a protocol to ensure that the potential for full weatherization is considered and the replacement is sized accordingly.
- b. Non-Emergency Furnace - If the dwelling was not previously weatherized, ensure that the potential for full weatherization is considered and the replacement sized accordingly.

**Note:** Heating system repair and replacement technical specifications are available in Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus (HE+) Furnace Programs located on the [HE+ Procurement SharePoint](#) server.

### **5.2.3 Repairs**

When repairing a heating unit, the following requirements shall apply:

- 1) The household shall be experiencing a no-heat situation due to the heating system being inoperable or unsafe.
- 2) Heating system repairs are allowed only for the system utilizing the primary fuel type reported on the current year HE+ Application.
- 3) A “clean and tune” may be incorporated into a repair job only as needed. This work needs to be identified on the contractor invoice and shall fit within the cost limits specified for repairs based on system type.
- 4) If there is additional repair work that will cause the total repair costs (for the initial repair and a second referral) to exceed the cost limits, consider replacement as identified in [Chapter 5.2.3](#).
- 5) Repair activities may include, but are not limited to, the following:
  - a. Removal of snow or ice from pipes
  - b. Tripped circuit breaker/fuse replacement
  - c. Turning power on to heating unit
  - d. Battery replacement in thermostats, inducer motor, blower motor, pumps, valves, pressure switch, etc.

### **5.2.4 Replacements**

When replacing a heating unit, the following requirements shall apply:

- 1) The household shall be experiencing a no-heat situation because the heating system is inoperable or unsafe.

**Reminder:** In order to replace a heating system, there shall be an existing installed heating system that is inoperable or unsafe.
- 2) The applicant/household member shall agree to the terms of the ‘HE+ Furnace Program Client Agreement Form’, or acknowledge that they deny services, by signing and dating the HE+

Furnace Program Client Agreement provided (available on the [HE+ website](#) under “Furnace Program Documents”).

- 3) The existing heating system being replaced shall be removed from the property and disposed of properly. There may be situations where it is acceptable to leave the heating system in place. The Weatherization Agency shall contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) to request a waiver. This home may then have dual fuel options. Typically, these system types will be electric or wood fired and may be a secondary or supplemental heat source.
- 4) Replacement shall be a reasonable and appropriate solution to the situation.
  - a. If a repair was made to the furnace during the heating season, subsequent service call cost repair estimates shall be combined with the previous repair amount.
  - b. If the resulting second repair would cause a furnace to exceed the maximum for repair, then the furnace should be replaced. For an exception, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) to request a waiver.
- 5) Heating system replacements are allowed only for those heating systems utilizing the primary fuel type reported on the current year HE+ Application.

**Exception:** Fuel type may be changed during the Fuel Switch process (see [Chapter 5.2.5](#)).

- 6) Only one heating system may be replaced in a dwelling, except when the heating systems are room/space heaters.
- 7) The replacement heating system shall meet or exceed the efficiency guidelines (except wood stoves/furnaces) as outlined in the Furnace Replacements Specifications ([see Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs, Table 1, on the HE+ Procurement SharePoint server](#)) — unless prior approval is obtained from the Division. Contact the Help Desk at ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) and request a waiver if it is not feasible to meet the efficiency standards as noted in Attachment 4.
- 8) Once a replacement job is completed and passes the agency’s final inspection, any additional work on the heating system shall be covered as part of the one-year warranty. If the agency’s final inspection results in a callback, the warranty does not start until the date the issue has been resolved.
  - a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will not be reimbursed by the program.
  - b. The total cost including any necessary collateral activities, shall not exceed the replacement limit specified for the system type unless approved in advance by requesting a waiver from the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680).

**Exception:** When a timely response from the HE+ Help Desk is not available due to a weekend or holiday, retain documentation justifying the decision to exceed and inform

the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) on the first business day following the weekend or holiday.

### **5.2.5 Fuel Switches**

A fuel switch shall be considered with all Furnace Program replacements.

Switching of fuel types is allowed under the following circumstances:

- 1) The non-working or unsafe heating system uses wood, pellet or coal and the applicant is elderly or disabled and physically unable to continue to use the primary fuel source.

**Note:** *If the primary furnace **is** working and safe but the applicant is no longer able to continue using the primary fuel source, the referring agency shall contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) and request a waiver prior to completing a furnace referral.*

- 2) Chimney repair costs would result in higher total project cost than the installation of a propane (LP) or natural gas sealed combustion heating system.
- 3) Natural gas infrastructure is located within sixty (60) feet of the dwelling unit and the homeowner is willing to incur any additional cost of piping the gas to their home, or natural gas or propane (LP) is presently being used for other purposes within the home (e.g., cooking, water heater), or it is feasible to install a propane (LP) tank and lines.

**Note:** *If the customer is unable to pay the additional cost for a lateral installation contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for additional guidance.*

- 4) Natural gas is currently being used for other purposes within the home and it is feasible to install a kit to convert the existing LP furnace to natural gas as a repair.
- 5) Fuel switches can be performed on WHEAP eligible operating heating systems when a natural gas main is extended to new territory and/or a new lateral is installed from the main to a building. See [Fuel Switch Policy](#) for guidance and customer contribution for conversion or replacement.

**Note:** *In the case of a Non-Emergency fuel switch, response time requirements listed in Chapter 2 do not apply when a main and/or lateral is being extended.*

- 6) The existing system is electric and needs to be replaced with a non-electric unit.

#### **5.2.5.1 Additional Guidance On Fuel Switches**

- 1) Replacement or conversion of cook stoves, water heaters or dryers is not allowed with HE+ Furnace Program funds. If no other resources are available, the customer must arrange and pay for existing appliances to be replaced or converted to natural gas.

- 2) The maximum allowable expenditure for collateral activities associated with a fuel switch project is \$1,500.
  - a. These are costs that are related to fuel switching that are not part of the base bid price for installing a heating system.
  - b. Examples include oil tank capping or removal, gas lines, orifice replacement, and ductwork in electric to gas conversions.

**Note:** *If the fuel switching collateral costs are estimated to exceed \$1,500 the agency shall contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) and receive approval from the Division prior to proceeding with the fuel switch.*

### **5.2.6 Installation**

To replace a heating system (not electric) **all** the following requirements shall be met:

- 1) For all heating system replacements, the Weatherization Agency shall satisfy the Furnace Replacement Technical Specifications (see Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs located on the [HE+ Procurement SharePoint server](#)) and shall ensure that installation procedures and heating systems meet appropriate codes, ordinances, and standards.
- 2) Installed heating systems shall meet or exceed the requirements and the efficiency guidelines (except wood stoves/furnaces) as identified in Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs located on the [HE+ Procurement SharePoint server](#).

**Exception:** *In situations where a heating system meeting the efficiency guidelines is not safe for the size of the space/dwelling, or in other extraordinary circumstances, the Weatherization Agency may request a waiver by contacting the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680).*
- 3) Once an installation is completed and passes the Weatherization Agency's final inspection, any additional work on the heating system shall be covered as part of the one-year warranty. If the agency's final inspection results in a callback, the warranty does not start until the date the issue has been resolved.
  - a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will **not** be reimbursed by the program.
- 4) The Weatherization Agency, or its subcontractor, shall provide the fully completed Replacement Furnace (or Boiler) Check List located on the [Home Energy Plus website](#) under "Field Forms", "Required Forms." Retain a copy of the checklist in the customer's Weatherization furnace file.
- 5) The local Weatherization Agency, or its inspection subcontractor, shall conduct a final inspection on all furnace replacements:
  - a. The Weatherization Agency should make at least three documented attempts over a two-week period to arrange for the inspection.

- b. If the applicant household does not respond or is uncooperative, a letter shall be sent by the Weatherization Agency indicating the need to set up a final inspection of the installed furnace. The letter should explain that the final inspection is primarily to benefit the household by providing additional assurance that the work met specifications and professional standards. The letter should make it clear that the household is responsible for scheduling the final inspection and **give the customer a ten-day deadline to schedule the inspection.**
- c. **Once the deadline has passed with no contact from the customer, the Weatherization operator should proceed to prepare and submit the invoice in the HE+ System for payment.**
- d. If the final inspection cannot be performed, the Weatherization Agency shall retain documentation in the file and enter detailed furnace system notes.

### **5.2.7 Collateral Activities**

Collateral work associated with a heating system replacement shall be approved by the Weatherization Agency and shall be included in the cost of the total job. Collateral activities include:

- 1) Building permits.
    - a. **Heating System Replacement Checklists have been updated to include an area under the 'general' section for the contractor to indicate whether a building permit is required for the replacement job. If a permit is required, the contractor shall check the box. Leaving the box unchecked indicates a permit is not required from the municipality. Heating System Replacement Checklists are available on the [HE+ website](#) under "Field Forms", "Required Forms" and an example is shown in [Appendix C](#).**
- Note:*** *The building permit is not the responsibility of the applicant household or building owner. The Weatherization Agency shall ensure that applicable permits are obtained and include the cost as a collateral cost.*
- 2) If all other adjustments (gas pressure, O2, i.e.) do not bring the installed heating system's temperature rise into the heating system's manufacturers specifications, the Weatherization Agency shall request a waiver by contacting the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680). Duct work may be necessary to achieve the required temperature rise for the furnace.
  - 3) Electrical work necessary to run a dedicated line from the service panel to the heating system.
  - 4) Distribution improvements necessary to get the hot water/steam from the boiler into the distribution system.
  - 5) Necessary chimney repairs when part of a furnace repair/replacement. This may include chimney liners or a chimney stack assist kit to ensure adequate draft. The repairs shall meet health and safety standards or code.

- 6) If asbestos abatement is necessary when replacing a heating system, the Weatherization Agency shall ensure the asbestos is addressed and the abatement performed by trained and certified (if required) individuals.
- 7) Decommissioning of fuel oil tank.
- 8) Other activities as approved by the HE+ Help Desk. Contact the HE+ Help Desk at [heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680.

### **5.2.8 Space Heater Replacement**

When there are two existing space heaters that each have less than five years of useful life remaining, consider replacing those units with a forced-air heating system. This installation requires prior approval. To obtain prior approval, the Weatherization Agency shall submit a request to the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680). The following information shall be included in the request:

- 1) The estimated or actual steady-state efficiency of the existing space heaters.
- 2) The cost of replacing both space heaters.
- 3) The AFUE rating (per AHRI) of the replacement space heaters.
- 4) The total cost of installing a forced-air heating system.
- 5) The AFUE rating (per AHRI) of the replacement forced-air heating system.

***Note:*** *Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement through the HE+ Furnace Program.*

## **Chapter 6. File Documentation**

Refer to HE+ Program policies (Chapter 2.3 of the [Wisconsin Weatherization Assistance Program Manual](#)) to determine the document retention and applicant confidentiality requirements for HE+ Furnace files. Agencies shall maintain a record management system that retains documents for a period of **three** years from the date the Furnace Program application is submitted. Agencies may retain records in an electronic format to reduce storage space needs.

### **6.1 WHEAP Agency Furnace File Documentation**

File requirements will vary by the type of referral made to perform the service work.

#### **6.1.1 Emergency Or Non-Emergency Furnace Referrals**

Emergency and Non-Emergency Furnace Referrals have the same WHEAP Agency file requirements:

- 1) Proof of program eligibility — the Home Energy Plus Application (DOA-9549) or if an interactive interview was the intake method, the Certification Form, signed and entered into the HE+ System prior to the furnace referral date; for an automated application, include the print view copy of the WHEAP application with the outreach indicator highlighted.

**Note:** See [Chapter 3.1.2](#) for guidance on Emergency Furnace Referrals that are ‘on hold’ due to pending Social Security Number verification.

- 2) Proof of homeownership.

**Note:** Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date (see [Chapter 3.3](#)).

- 3) Furnace referrals in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the property owner’s most recent filed taxes return including Tax Form 1040 and supporting Schedules.
  - WHEAP Agency must retain copies of the property owner’s signed certification page, homeownership record and tax forms in the tenant’s application file. If the property owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and provide copies of the property owner’s signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner’s person ID shall also be included in the notes.

**Note:** If the property owner does not claim rental income and/or does not file taxes, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for guidance.

### **6.1.2 Weatherization Furnace Referral (Wx-REF)**

Include the following in each WHEAP Agency furnace file for a Wx-REF:

- 1) Proof of program eligibility — the Home Energy Plus Application (DOA-9549) or the signed HE+ System Certification Form, if the application was taken via interactive interview; for an automated application, include the print view copy of the WHEAP application with the outreach indicator highlighted.
- 2) Weatherization Referral (email printout, faxed document).

### **6.2 Weatherization Agency Furnace File Documentation**

File requirements will vary according to the type of referral made to perform the service work.

#### **6.2.1 Emergency And Non-Emergency Furnace Referrals**

Include the following in each file when applicable:

- 1) Copy of the contractor's itemized invoice(s);
- 2) Photographs documenting the existing furnace conditions, manufacturer's name plate, and any other necessary documents indicating the problem or condition of the furnace existing prior to the provision of services;
- 3) For replacements:
  - a. Copy of the appropriate heating system checklist fully completed by the contractor and the final inspection conducted by the Weatherization Agency
  - b. Copy of building permit(s), if required by local government
    - i. If a paper permit is not issued by the local jurisdiction, then a copy of the receipt for payment is acceptable documentation.
  - c. Copy of the Furnace Program Client Agreement form signed and dated by an adult (18 or older) applicant household member and the sub-contractor, or the subcontractor's authorized representative
  - d. Copy of the sizing calculations
- 4) Furnace system notes specific to the installation or documentation of approvals or waivers.
- 5) Agency final inspection report(s) for all heating system replacements;
- 6) If no service is provided, a report of the reason for denial of services;
- 7) For deferrals or denials: a copy of the Weatherization Agency's letter of deferral/denial sent to customer.

### **6.2.2 Weatherization Furnace Referral (Wx-REF)**

In addition to the items listed in Chapter [6.2.1](#), include:

- 1) Proof of homeownership.

**Note:** Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date (see [Chapter 3.3](#)).

- 2) Evidence documenting that the existing heating system meets program requirements, and cannot be included in the weatherization of the home.

### **6.3 Furnace Quality Assurance (FQA) Agency Requirements**

Furnace Quality Assurance practices are intended to review accuracy of furnace referrals and files throughout the program year.

#### **6.3.1 WHEAP Agency FQA Requirements**

The contracted agency is responsible for participating in internal Furnace Quality Assurance (FQA) activities. Local WHEAP agencies shall develop and implement a documented quality assurance plan for furnace repair/replacement activities. The WHEAP Agency shall maintain a file with a copy of the plan and the results of the internal review. The written plan shall include procedures for furnace file quality assurance review including:

- 1) Staff responsible for file review
- 2) How files are selected for review
- 3) How often reviews occur during the program year
- 4) How the files are logged as “reviewed”
- 5) The HE+ Furnace Quality Assurance tool used for the file review
  - a. The WHEAP FQA tool is located on the [HE+ website](#) under “WHEAP Plan Templates”.

**Note:** The local WHEAP Agency worker who accepted the furnace application under review shall **not** conduct quality reviews of the furnace application file.

WHEAP agencies shall ensure the internal FQA is conducted twice per program year: once in January for October to December activity and once in May for January to April activity. All activity shall use the Home Energy Plus Furnace Quality Assurance tool, and include an annual minimum of:

- 1) Five repair files, or 10% of the total repair files (whichever is greater).
- 2) Five replacement files, or 10% of the total replacement files (whichever is greater).

**Note:** The WHEAP worker reviewing the file shall also review the original or “parent” HE+ application associated with the file to ensure that eligibility and benefits were accurately determined.

**Reminder:** Households reporting zero income for two (2) consecutive years require an in-person application which shall be reviewed and approved by a supervisor/manager prior to submittal. HE+ system notes shall document name of supervisor/manager who approved the case as ready to be submitted. An explanation in HE+ system notes shall also include a description of how the household living expenses are being/have been paid.

Upon request by an employee of the Division or a Division-authorized representative, the WHEAP agency shall produce all the following:

- 1) The furnace file
- 2) The completed FQA review tool

**Reminder:** The FQA review tool shall identify the furnace file components reviewed, the results, and the follow-up activities performed to bring the file into compliance with the Furnace Program Policy requirements (when applicable.)

**Note:** The WHEAP Furnace QA Worksheet is available on the [HE+ website](#) under “WHEAP Plan Templates.”

- 3) The written FQA Plan

### **6.3.2 Weatherization Agency FQA Requirements**

The contracted agency is responsible for participating in internal Furnace Quality Assurance (FQA) activities. Furnace Quality Assurance practices are intended to review accuracy of furnace data entry, invoices and files throughout the program year. Weatherization agencies shall develop and implement a documented quality assurance plan for furnace repair/replacement activities. The Weatherization Agency shall maintain a file with a copy of the plan and the results of the internal review. The written plan shall include procedures for furnace file quality assurance review including:

- 1) Staff responsible for file review
- 2) How files are selected for review
- 3) How often reviews occur during the program year
- 4) How the files are logged as “reviewed”
- 5) The Home Energy Plus Furnace Quality Assurance tool used for the file review

**Note:** The local Weatherization Agency worker who invoiced the furnace application under review shall **not** conduct quality assurance reviews of the furnace application file.

Weatherization agencies shall ensure the internal FQA is conducted twice per program year: in January for October to December activity and again in May for January to April activity. All activity shall use the HE+ Furnace Quality Assurance tool, and include an annual minimum of:

- 1) **Five** repair files, or 5% of the total repair files (whichever is greater).
- 2) Five replacement files, or 5% of the total replacement files (whichever is greater).

Upon request by an employee of the Division or a Division-authorized representative, the Weatherization Agency shall produce all of the following:

- 1) The furnace file
- 2) The completed FQA review tool
  - a. The FQA review tool shall identify the furnace file components reviewed, the results, and the follow-up activities performed to bring the file into compliance with the HE+ Furnace Policy requirements (when applicable).
  - b. The FQA review tool submitted to the Division upon request must be on the Excel document provided by DEHCR.

**Note:** A revised Furnace Quality Assurance Tool for Weatherization Agencies is available on the [HE+ website](#) under "Furnace Program Documents" and shown as an example in [Appendix E](#).

- 3) The completed written FQA Plan



## **Chapter 7. Processing Furnace Program Requests**

WHEAP and Weatherization agencies shall follow these guidelines to generate referrals, update referrals and invoice jobs for heating system repair or replacement services. Furnace repair or replacement expenses are paid directly to the Weatherization Agency coordinating the service. The completed referral action will reserve funds based on the selected heating system type for the applicant's furnace job.

**Note:** *Step-by-step HE+ System Data Entry instructions for each process can be found in [Appendix D](#).*

### **7.1 General**

- 1) Funds for furnace services are available on a first-come, first-served basis and there is a possibility that the funds will be depleted. The referral is to be performed by the WHEAP grantee and sent to Weatherization via the “New Furnace Referrals” inbox. The furnace job will be performed by the Weatherization grantee, who will enter furnace details, job costs, and mark “ready for invoice” when the job is completed.
- 2) A furnace application is linked with the current year WHEAP application—sometimes referred to as a “parent” application. The parent application must be in “submitted and paid” status before the furnace referral can be added. The user will be prompted to adopt information from the parent application. Furnace request date and service date must be subsequent to the parent application’s “application date.”
- 3) A system enhancement titled “Recent Tasks” can be found on the Home Energy Plus system dashboard. This feature provides alerts to HE+ program staff regarding the status of certain applications and functions related to Furnace Program referrals and invoicing.

### **7.2 WHEAP Agency: Generating A Furnace Referral And Reserving Funds**

Furnace referrals shall be generated by the WHEAP Agency within 48 hours of the initial request during the heating season (October 1-May 15) and within five business days of the initial request from May 16-September 30. If the situation is potentially life-threatening the WHEAP Agency shall complete the referral (and reservation of funds) within 18 hours (see [Chapter 2.1 for](#) WHEAP Agency Response Requirements).

**For step-by-step data entry instructions for generating a furnace referral and reserving funds, please see [Appendix D-1](#).**

#### **Reminders:**

- 1) If an applicant has moved, consider taking a new HE+ application to determine the new residence’s weatherization eligibility and to create a new referral for weatherization at the new residence.

- 2) Furnace referral files for those who live in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the property owner's most recent filed taxes return including Tax Form 1040 and supporting Schedules.

**Note:** *If the property owner does not claim rental income and/or does not file taxes, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for guidance.*

- 3) The WHEAP Agency must retain copies of the property owner's signed certification page, homeownership record and tax forms in the tenant's application file. If the property owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and provide copies of the property owner's signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.
- 4) For WHEAP Emergency and Non-Emergency Furnace Referrals it is the WHEAP worker's responsibility to verify ownership type. If the referral is a Wx-REF, under "Is Ownership Type Verified", "No" will be entered by default as it is the Weatherization Agency's responsibility to verify ownership for Wx-REFs.
- 5) Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt.
- 6) Once the furnace application is saved with the "Ready for Referral" checked the furnace cannot be deleted by the WHEAP Agency. Only the Weatherization Agency has permissions to delete the application.
- 7) Furnace system notes shall be entered and include the following:
  - a. Description of the applicant's reported problem and,
  - b. Type of proof used to verify homeownership (excluding Wx-Refs) and,
  - c. Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents.

### **7.3.2 Weatherization Agency: Receiving And Updating Furnace Referrals**

The Weatherization Agency shall acknowledge receiving a new furnace referral by clicking "Update Furnace" in the HE+ System within **three working days** of the referral appearing in the "New Furnace Referrals" inbox. See [Chapter 2.2](#) for Weatherization Agency response requirements for Emergency Furnace Referrals, Non-Emergency Furnace Referrals and Weatherization Referrals.

Step-by-step data entry instructions for receiving and updating furnace referrals are in [Appendix D-2](#).

**Reminders:**

- 1) Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) for Wx-REFs must be dated prior to the start of any Furnace Program services.
- 2) For “Wx-REFs” the Weatherization Agency is responsible for verifying ownership before any work is started (see Chapter 6.2.1).

**Note:** *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) for Wx-REFs must be dated prior to the start of any Furnace Program services.*

**7.3.3 Weatherization Agency: Invoicing Furnace Jobs**

After an invoice with all required information and documentation has been received from the contractor, and after the final inspection has been conducted and passed (for replacements only) the Weatherization Agency shall invoice the furnace job.

Step-by-step data entry instructions for invoicing furnace jobs are in [Appendix D-3](#).

**Reminders:**

- 1) See [Chapter 5.2.6.5b](#) for guidance when a final inspection is unable to be completed.
- 2) There shall be at least two separate furnace system note entries, one from the WHEAP Agency when the referral is made and others from the Weatherization Agency as the job progresses.
- 3) A cost override will not be issued by the Division until a “Service Date” has been entered and “Ready for Invoice” has been checked.

**7.4 Furnace Repair Payment**

Payment for a furnace repair shall not be made until the Weatherization Agency has an invoice with the costs itemized as the total cost of the repair and/or furnace assessment (one total cost). Weatherization operator administration cost and Program Support shall be invoiced using the Monthly Furnace Invoice.

**7.5 Furnace Replacement Payment**

Payment for a furnace replacement shall not be made until the Weatherization Agency has received an invoice with the costs itemized as the total cost of the replacement. Using a proposal, estimate or bid is not allowed. Weatherization operator administration and Program Support (final inspection) cost from the Weatherization Agency shall be invoiced using the “Monthly Furnace Invoice” by the 15th of each month. See [Chapter 4.1](#). for invoice requirements.

When collateral items cannot be completed at the same time as the replacement—due to outdoor temperatures for example—the contractor shall invoice the Weatherization Agency for the amount

needed to complete the work. The Weatherization Agency shall not pay out that portion of the invoice to the subcontractor until the installation is completed. Work that may fall into this category includes, but is not limited to, charging refrigerant and converting LP gas valves/orifices to natural gas due to a fuel switch.

## **7.6 Furnace Assessment Payment**

If a furnace assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an “assessment only” and should be invoiced in the customer’s furnace application. Any Administration or Program Support charges related to the assessment only shall be invoiced in the monthly furnace invoice—not per furnace. Payment for a furnace “assessment only” shall not be made until the Weatherization Agency has received, from the trade contractor or Weatherization Agency, the invoice for the furnace assessment or trip charge and information explaining the reason for denial of services or eligibility.

For additional information on processing furnace jobs review the following training modules found on the HE+ Training and Technical Assistance website (<http://homeenergyplus.weccusa.org/>) under “Training” → “WHEAP” → “Training Modules” → “HE Plus System” → “WX Furnace Job”



## Chapter 8. Cost-Related Requirements And Monthly Furnace Invoice

This chapter provides guidance to Weatherization (Wx) agencies for applying costs to the HE+ Furnace Program. The HE+ Furnace Program includes three types of referrals for service/funding to address a customer's heating system needs.

HE+ Furnace Program Referrals			
Type of Service	Service Availability	Description	Customer Contribution Required?
<b>Emergency Furnace WHEAP Referral</b>	October 1 – May 15 (Heating Season)	WHEAP Agency makes referral to Weatherization Agency. Emergency Response timeline applies.	No
<b>Non-Emergency Furnace WHEAP Referral</b>	May 16 – September 30	WHEAP Agency makes referral to Weatherization Agency. Emergency Response timeline applies only for unsafe heating system.	No
<b>Weatherization Referral (Wx-REF)</b>	October 1–September 30 (Year-round: WHEAP Program Year)	Weatherization Agency refers applicant to WHEAP Agency to verify applicant current program year eligibility and to reserve furnace funds. The determination to repair or replace is made by the Weatherization Agency.	No
		Previously weatherized building with an operating heating system. Natural gas is available or will be available to the home due to utility gas expansion. The determination to repair or replace is made by the Weatherization Agency. Response timelines do not apply. See <a href="#">Fuel Switch Policy</a> .	Yes

## **8.1 Monthly Furnace Invoice For Program Support And Administrative Expenses**

Weatherization Agency expenses related to program support and administration shall be invoiced monthly using the HE+ Furnace Program Monthly Furnace Invoice section in the HE+ System. These expenses are not to be included with the individual furnace job expenses.

Actual expenses for Program Support and Administrative costs related to the Furnace Program are required to be invoiced by the 15<sup>th</sup> of every month. The HE+ System will allow for a 13th month invoice as a “true-up” invoice.

Weatherization Agencies shall track HE+ furnace expenses so an accurate reconciliation or “true-up” can take place.

**Note:** *A broadcast email will be issued with the date that first monthly furnace invoices for this program are due.*

## **8.2 Tracking Expenses And Reimbursement**

Each agency shall develop internal controls to address the concern of accidental double-billing of Weatherization jobs that have furnace work paid with HE+ furnace funds or when furnace activity is combined with Wx-REF activity. The following are a few examples to consider:

- 1) When an energy audit or pre-audit is performed during the same trip as an Emergency Furnace assessment or inspection, direct costs for the trip (time and transportation), the expenses associated with the Emergency furnace assessment/inspection and the weatherization audit shall be tracked separately and accurately charged to each program (Weatherization or Furnace).
- 2) In the case of a Wx-REF where the furnace work is occurring as part of a Weatherization job, and the auditing time and inspection time would occur regardless of whether the furnace work was performed, expenses would be allocated to the Weatherization program.
- 3) When a Weatherization job is deferred, but has a furnace safety issue that should be addressed, in this case it is likely all audit time would be charged to Weatherization because the audit was performed for the purpose of weatherizing.

**Note:** *At the point in which it is determined that it will not proceed as a Weatherization job (deferred) and furnace funds will be used to address the furnace (it is now a Wx-REF), all time and costs related to the furnace replacement/repair would now be allocated to the HE+ Furnace Program.*

**Reminder:** **HE+ Furnace reimbursement for funds are not a source of discretionary funding.** Any overage accrued by the agency shall be returned. Agencies are responsible for accurately tracking furnace expenses.

### **8.3 Allowable Costs**

Allowable expenses attributable to the HE+ Furnace Program may include program support and administrative costs such as direct (or indirect) staff time, transportation, office space, office supplies, utilities, tools, etc. Guidance on how to account for administrative costs is provided below.

Direct charges (staff time, transportation-related, etc.) related to the furnace assessment shall be invoiced and included as part of the total cost of replacement/repair and shall be documented by time sheets that accurately report the hours spent on HE+ Furnace Program activities.

If the furnace assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an “assessment only” and should be invoiced in the customer’s Furnace application as such. Any Administration or Program Support charge related to the “assessment only” shall be invoiced on the monthly (not per furnace) Weatherization furnace invoice.

### **8.4 Furnace Program Administration Expenses**

Furnace Program administrative expenses, including (as applicable) HE+ System data entry, direct or indirect charged staff costs, office space, supplies, telephone, postage, and other shared expenses are considered allowable program costs. The agency shall review all administrative costs related to the HE+ Furnace Program to ensure the agency is accurately recovering allowable costs. Administrative expenses shall not exceed 10% of the total expenses for the HE+ Furnace Program.

Guidelines for recovering administrative expenses are as follows:

- 1) Personnel expenses (including salaries, applicable taxes, and benefits) may be charged directly to the HE+ Furnace Program, or treated as indirect expenses and allocated to the HE+ Furnace Program, using a reasonable and consistent cost allocation plan. Either method is appropriate, but the agency shall elect to use only one method (not both), and once elected the method shall be used consistently.
  - a. If personnel expenses are charged directly to the HE+ Furnace Program:
    - i. Administrative personnel shall keep daily time records that include the hours charged to all programs on which time was spent.
    - ii. Personnel expenses charged to the HE+ Furnace Program shall be adequately documented.
    - iii. Agencies shall ensure that an audit trail exists from the general ledger entry for personnel expenses each pay period to supporting daily time records.
  - b. If personnel expenses are treated as indirect costs and allocated to the HE+ Furnace Program:
    - i. The agency shall have procedures in place to ensure that the HE+ Furnace Program is not charged more than its fair share of indirect expenses.

- ii. The procedures shall be documented in the agency's written and approved cost allocation plan. Allowable methods for allocating indirect expenses are described below.
- 2) Indirect expenses, including the cost of administrative staff if treated as an item of indirect cost, may be recovered using one of the following methods:
- a. Agencies that use an allocation base other than direct labor hours or direct labor expense to allocate indirect costs to programs may use this base to allocate indirect expenses to the HE+ Furnace Program, provided that it represents fairly the effort required to administer the program and is in compliance with [2 CFR 200](#).
  - b. Agencies that use their own crews to repair and replace furnaces, and that use direct labor hours or direct labor expense as an allocation base may use this method to allocate indirect expenses, including the cost of administrative staff, to the HE+ Furnace Program.
  - c. Agencies that subcontract furnace repair and replacement work, and that use direct labor hours or direct labor expense as an allocation base may find this an unsuitable method to allocate indirect expenses to the HE+ Furnace Program. In that case, agencies may use a two-step allocation method, as follows:
    - Step 1:** Allocate all indirect expenses to a temporary cost center that includes both the weatherization and the HE+ Furnace Programs, using direct labor hours or direct labor expense as an allocation base.
    - Step 2:** Allocate all indirect expenses from the temporary cost center to the HE+ Furnace and Weatherization programs based on each program's share of total program expenses, including direct labor, materials, and subcontractor expense.

## **8.5 Furnace Program Support**

Expenses and direct charges (staff time, transportation-related, etc.) for final inspections for heating system replacements shall be billed as a Program Support cost.

Support labor includes costs for staff directly managing Furnace Program activities and program staff. Agencies shall not include administrative, human resources, finance and clerical staff costs without prior written approval from the Division.

Program support expenses shall not exceed 15% of direct cost for repair and/or replacement.

The Division allows as program support expenses, such items as:

- 1) Transportation and vehicle maintenance including but not limited to:
  - a. Gas and oil
  - b. License and taxes
  - c. Tires and vehicle repairs
  - d. Vehicle insurance (collision and liability)
  - e. Vehicle lease (and lease termination), and/or purchase as applicable

- f. Vehicle storage costs
- 2) Tools and equipment.
- a. Costs related to transportation, tools, and equipment may be recovered in one of two ways:
    - i. These costs may be charged directly to the HE+ Furnace Program. In this case, the agency shall have a suitable method of capturing transportation, tools, and equipment costs. For example, the agency may maintain mileage logs for use of owned or leased vehicles. Agencies may also have procedures for reporting tools and equipment used on jobs. In these cases, the rates used to recover vehicle, tools, and equipment costs shall be reviewed periodically for accuracy and appropriately documented.
    - ii. In some cases, agency personnel may combine HE+ furnace and Weatherization work in a single trip. If this occurs, the agency shall have procedures in place to allocate transportation, tools, and equipment costs between the two programs. For example, the agency may allocate these costs based on the time the inspector spent on activities related to each program while on the job site.
- 3) Direct supervision of Furnace Program staff by the HE+ Program Manager and/or Director.
- 4) Direct staff time related to procurement activities for the HE+ Furnace Program including but not limited to:
- a. Customer contact services
  - b. Procurement and management of trade contractors
  - c. Complaints
- 5) Direct staff time related to inventory
- 6) Direct staff time related to attending HE+ Furnace Program specific training
- 7) Direct staff time related to conducting the final inspection for heating system replacements

### **8.5.1 Payment Bonds**

Payment bonds are required for all Weatherization and Furnace Program services contracts exceeding \$149,999 annually and where wholesaler or subcontractor partnerships are utilized to deliver services (2 CFR 200.325; PRO-C-19). The Division may grant a waiver to the payment bond requirement if a potential bidder is bonded for work performed in the State of Wisconsin. The Weatherization Agency shall submit a waiver request to the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) and include all proof of bonding documentation.

Weatherization Agencies, at their discretion, may require payment bonds for all weatherization and HE+ Furnace Program services contracts up to \$149,999. Program funds may be used to reimburse a contractor for payment bond premium costs as described below. If the Weatherization Agency chooses

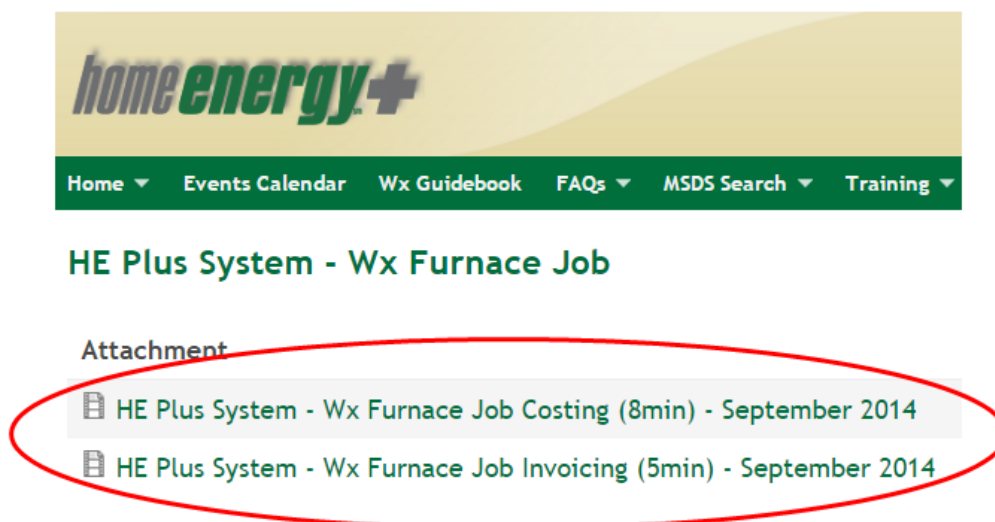
not to require a bond for contracts up to \$149,999, the agency shall complete weatherization contract Attachment I prior to entering into an agreement with the contractor.

The bonding or insurance company issuing the payment bond shall be authorized to do business in Wisconsin ([PRO-C-19](#)). Agencies shall verify company status using the [National Association of Insurance Commissioners Search](#) or the [U.S. Department of the Treasury's Listing of Certified Companies](#). For additional guidance see the Insurance Company Verification Search and National Association of Surety Bond Producers (NASBP) documents on the [HE+ Procurement SharePoint server](#).

The Weatherization Agency shall verify the validity of the payment bond by obtaining a completed bond verification document from the issuing authority. This document and a copy of the current payment bond shall be kept in the procurement file. Payment bond premium costs may be reimbursed and invoiced to Program Support or Operations. Agencies, at their discretion, will determine how to reimburse the premium cost. The invoicing method must be determined prior to publishing the bid package and the RFB template shall be updated accordingly.

The use of bid or performance bonds is not allowed. An exception to this requirement may be provided if an agency submits written justification and receives written Division approval prior to finalizing the contract agreement.

For additional information on processing furnace monthly invoice review the HE Plus System – Wx Furnace Job Invoicing training modules found on the HE+ Training and Technical Assistance website (<http://homeenergyplus.weccusa.org/>) under “Training” → “WHEAP” → “Training Modules” → “HE Plus System” → “WX Furnace Job”



## **Appendix A: Definitions**

### **Deferral Of Service**

A temporary delay of Furnace Program service to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions that impede completion of furnace work (see [Chapter 3.6](#)).

### **Denial Of Service**

A refusal of Furnace Program services due to an ineligible dwelling or other policy-related issues (see [Chapter 3.6](#)). If the situation is resolved at a later date, and the customer is still eligible for HE+ Furnace Program services, a new furnace referral may be created by the WHEAP Agency.

### **Emergency Furnace Referral**

Heating system referral made by a WHEAP Agency to a Weatherization Agency during the heating season (October 1 through May 15) due to an inoperable heating system, or a heating system that poses a safety risk to an applicant household.

### **Furnace Assessment**

A visual inspection (with testing as needed) of a heating system in response to a Furnace Program referral to evaluate the need for repair or replacement of the system. The assessment shall take into account the functionality and condition of the heating system.

### **Heating Season**

Time period during the program year from October 1 through May 15 that indicates when regular benefits are issued and when applicants are most likely to use home heating systems.

### **Heating System Types**



**Warm Air (Forced Air Furnace):** A heating system using a blower to circulate warm air through ductwork and registers to each room. A furnace can heat with natural gas, propane (LP), oil, electricity, wood, or coal. Mobile homes commonly have warm air furnaces. Furnaces can also provide central air conditioning with an A-coil inside the ductwork and a compressor outside.



**Hot Water Boiler:** A heating system using a circulating pump to distribute hot water to each room through baseboard heaters, radiators or in-floor radiant tubing in a cement or wood floor. Common fuels are natural gas, propane, and oil. Other fuel sources may include wood.



**Steam Boiler:** A heating system that looks similar to a hot water boiler, but uses steam distributed to each room through baseboard heaters or radiators. Steam creates its own pressure to move through the radiators without the use of a pump. As the steam passes through a radiator, it cools and condenses back to water. Gravity returns the water to the boiler to repeat the cycle. Common fuels are natural gas, propane, and oil.



**Wall Furnace:** A heating system providing warm air without the use of ducting or pipes for distributing the heat. A wall furnace may or may not have a fan to blow the warm air to a larger area. Wall furnaces mount to a wall, and the vent (chimney) comes off the top or out the back to the outdoors. These units may heat a portion or all of a home or be used as a backup heat source. Common fuels are natural gas and propane.



**Room/Space Heater:** A heating system without ducting used to heat a room or small home. A fan may or may not be present for distributing the warm air to a larger area. Common fuels are natural gas, propane, oil, or electricity. Gas and oil space heaters must be located where the exhaust can be vented through an outside wall or through the roof.

**Note:** *Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement in the Furnace Program.*

### **Other types of heating systems:**

Heating systems not defined above should be classified as “other.” This may include:

- Geothermal ground source heat pump
- Air source heat pump
- Water source heat pump
- Electric baseboard/radiant wall/ceiling panels
- Wood stove
- Fireplace insert, wood or gas fireplace
- Wood pellet stove
- Commercial grade rooftop unit

### **Ineligible Dwelling**

Ineligible dwellings (or ineligible buildings or structures) include mobile shelters, and structures or other shelters not designed for use for year-round human habitation. Mobile shelters include, but are not limited to, recreational vehicles (RVs), tents, campers, and vehicles. Group homes, halfway houses, government facilities (jails, hospitals, and other governmental care facilities), assisted living facilities, transitional housing facilities, abandoned spaces or buildings, and secondary homes are also ineligible dwelling units for WHEAP.

<b>Furnace Program Dwelling Eligibility Table-Quick Reference</b>	
<b>Eligible Dwellings</b>	<b>Ineligible Dwellings</b>
<ul style="list-style-type: none"> <li>• Owner-occupied single family home</li> <li>• Owner-occupied condo</li> <li>• Owner-occupied mobile or manufactured home</li> <li>• Rentals including: Single family home, mobile or manufactured home, multi-unit building with up to 4 units</li> </ul> <p><b><u>Note:</u></b> Rentals require specific eligibility as defined in <a href="#">Chapter 3.4</a>.</p>	<ul style="list-style-type: none"> <li>• Secondary home (e.g. vacation home, seasonal home)</li> <li>• Vehicle (e.g. RV, camper, car)</li> <li>• Multi-unit building with 5 or more units</li> <li>• Assisted living facility or nursing home</li> <li>• Group home, halfway house, Community-Based Residential Facility, or foster home</li> <li>• Government or Institutional facility (e.g. jail, hospital, care institution)</li> <li>• Rooming house, motel, hotel, YMCA, or YWCA,</li> <li>• Adult Family Home (as licensed by the Wisconsin Department of Health Services)</li> <li>• Deer Stand or Tent</li> <li>• Abandoned building or space</li> </ul>

**Reminder:** If a structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) prior to proceeding with a furnace referral.

## **Mobile Or Manufactured Home**

These homes are often called a *trailer or trailer house*. Mobile and manufactured homes are built on a permanently attached chassis. These homes are regulated by the U.S. Department of Housing and Urban Development (HUD), and are often referred to as a HUD code home. Mobile or manufactured homes are often located in mobile home parks, but may also be located on private property.

## **Non-Emergency Furnace Referral**

Heating system referral made by a WHEAP Agency to a Weatherization Agency during the non-heating season (May 16-September 30) due to an inoperable heating system, or a heating system that poses a safety risk to an applicant household.

## **Program Year**

Home Energy Plus Program fiscal years:

- WHEAP: Program year begins October 1 and ends September 30
- Weatherization: Program year begins July 1 and ends June 30

## **Referral**

Once an applicant is determined eligible for Home Energy Plus Program benefits and services, and the appropriate homeownership is determined for the Home Energy Plus Furnace Program, a WHEAP Agency or Weatherization Agency will refer the applicant to the appropriate agency (WHEAP or Weatherization) to move forward with providing furnace service to the applicant.

**Note:** *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) must be dated prior to the furnace referral date.*

## **Referral Date**

The Referral Date for the Home Energy Plus Furnace Program is:

- The date the WHEAP Agency requests the Weatherization Agency proceed with providing service to an eligible applicant for either an Emergency Furnace Referral or a Non-Emergency Furnace Referral, or
- The date the Weatherization Agency requests the WHEAP Agency proceed with determining eligibility of an applicant for a Wx-REF.

## **Request Date**

The Request Date for the Home Energy Plus Furnace Program is the date the WHEAP Agency receives the request from the eligible applicant that they have a non-working or unsafe heating system. For a Weatherization Referral (Wx-REF) the request date is the date of referral.

### **Weatherization Referral (Wx-REF)**

Heating system referral made by a Weatherization Agency to a WHEAP Agency when a household needs heating system service, but the service cannot occur as a part of the weatherization of the dwelling.



## Appendix B: Attachment 4 Reference

### Attachment 4 - Technical Specifications for Heating System Work for the Wisconsin Weatherization and Home Energy Plus (HE+) Furnace Programs

This document contains the standards for heating system work performed as part of the Wisconsin Weatherization Program and the HE+ Furnace Program (including Emergency Furnace services). It is based, in part, on the Wisconsin Weatherization Field Guide, chapters 3 and 7, and applicable requirements from the Wisconsin Weatherization Program Manual.

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**Note:** Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus (HE+) Furnace Programs is available on the [HE+ Procurement SharePoint](#) server.



## Appendix C: Updated Heating System Checklist Sample

**Wisconsin Weatherization  
Replacement Gas Furnace Checklist**

Customer: \_\_\_\_\_

Brand: \_\_\_\_\_

Date Installed: \_\_\_\_\_

WisWAP BID: \_\_\_\_\_

Contractor: \_\_\_\_\_

Model #: \_\_\_\_\_

Serial #: \_\_\_\_\_

OR WHEAP App#: \_\_\_\_\_

Check box, enter test results or requested number as item is inspected or completed. Indicate "N/A" if not applicable.  
PMI = Per Manufacturer's Instructions. Fuel Type: ☐ Natural Gas or ☐ Propane

INSPECTION & ADJUSTMENTS	<b>Documents:</b>	<input type="checkbox"/> Photos documenting furnace conditions and manufacturer nameplate provided to Agency. <input type="checkbox"/> Installation information sticker (installer name, phone number, date) <input type="checkbox"/> Warranty and manual in envelope attached to furnace <input type="checkbox"/> Agency given copy of sizing calculation <input type="checkbox"/> Design temperature heat loss calculation: _____ BTU per hour
	<b>Electrical:</b>	<input type="checkbox"/> Service disconnect is present and operational <input type="checkbox"/> Dedicated circuit and breaker properly rated <input type="checkbox"/> Set heat circuit and anticipator (thermostat) PMI <input type="checkbox"/> Not applicable
	<b>Gas Piping:</b>	<input type="checkbox"/> Sized for BTUs of all appliances <input type="checkbox"/> No leaks <input type="checkbox"/> Shut off present <input type="checkbox"/> Sediment trap present <input type="checkbox"/> CSST bonded
	<b>Air Filter:</b>	<input type="checkbox"/> Filter opening covered/sealed <input type="checkbox"/> Filter removes easily with no obstructions Filter Size: _____ x _____
	<b>General:</b>	<input type="checkbox"/> Furnace elevated off basement floor. Note: If not in basement, can be on floor if approved PMI. <input type="checkbox"/> Combustion air and exhaust piping properly installed, terminated and supported. <input type="checkbox"/> Distribution plenums sealed and all major duct leaks properly sealed per specifications. <input type="checkbox"/> Condensate properly drained per local code and PMI. <input type="checkbox"/> Test holes sealed. <input type="checkbox"/> Orphaned water heater has proper draft (see p. 2) <input type="checkbox"/> Permit required.

**Installed and Measured BTUs of New Furnace:**

BTUs (high input): \_\_\_\_\_ Measured Input (2 cu. ft. of gas): \_\_\_\_\_ Minutes: \_\_\_\_\_ Seconds: \_\_\_\_\_

BTUs (low input): \_\_\_\_\_ Measured Input (2 cu. ft. of gas): \_\_\_\_\_ Minutes: \_\_\_\_\_ Seconds: \_\_\_\_\_

(if applicable)

**Measured Gas Pressure in Inches of Water Column(IWC):**

Input (High): \_\_\_\_\_ Input (Low) – if applicable: \_\_\_\_\_ Manifold (High): \_\_\_\_\_ Manifold (Low): \_\_\_\_\_

Enter test result. Indicate "N/A" if installation is a space heater.

PERFORMANCE TESTING	Steady State Efficiency Test						Distribution Static Pressure			
	Adjust to Achieve Typical Ranges for Gas Burning Appliances (see page 2)						<input type="checkbox"/> IWC or <input type="checkbox"/> Pa			
	SSE %	O2%	CO PPM	Intake Air °F	Flue °F	PMI AFUE%	Return		Supply	Total Pressure
	Temperature Rise						Heating CFM			
	Supply °F	Return °F	(Supply – Return)		PMI Min	PMI Max	Fan Speed Setting			

☐ Plate Method ☐ Fan Tables ☐ Other: \_\_\_\_\_

*I certify the visual inspection and performance tests were completed as indicated.*

Installer Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

*I certify the heating system was installed to my satisfaction on the date indicated.*

Customer Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_

Page 1 of 2

Revised: June 2016

**Note:** Heating System Replacement Checklists are available on the [HE+ website](#) under "Required Forms".



## **Appendix D: HE+ Furnace Program System Data Entry**

### **Appx. D-1 WHEAP Agency: Generating A Furnace Referral And Reserving Funds**

- 1) Log into the system,
- 2) From the “Applications” screen, search for the customer’s name using the “Person Search” function,
- 3) Click on the “Person ID”,
- 4) From the “Person Summary” screen, click on the appropriate application number to bring up the current application screen,
- 5) Click “Add New Furnace” in the actions toolbar to enter a furnace application,
  - a. Under the “General” section the territory, customer’s name, mailing address, residence address, phone number(s), email, guardian’s name, address, ownership status, and system type will be carried over from the parent application. Verify for accuracy.
- 6) Confirm the residence address,
  - a. If the applicant has moved, update the residence address and indicate the change in furnace system notes.

**Note:** *If an applicant moves, consider taking a new HE+ application to determine the new residence’s weatherization eligibility and to create a new referral for weatherization at the new residence.*

- 7) Verify “Ownership Type”,
  - a. If the application has extracted, and the ownership was incorrectly indicated as “Rent,” change the ownership indicator on the furnace application and enter a furnace system note explaining the reason for the change.
  - b. If the ownership status is set to “Rent” enter the property owner’s current year PAID application. The address will display below the application number. For multi-units, visually inspect the address to ensure the units are part of the same building.

**Reminder:** Furnace referral files for those who live in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the property owner’s most recent filed taxes return including Tax Form 1040 and supporting Schedules.

**Note:** *If the property owner does not claim rental income and/or does not file taxes, contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) for guidance.*

**Note:** *The WHEAP Agency must retain copies of the property owner’s signed certification page, homeownership record and tax forms in the tenant’s application file. If the property owner resides in a different county/tribe, the worker must contact that county/tribe agency to verify and*

*provide copies of the property owner's signed certification page, homeownership record and tax forms. WHEAP Agencies must include in the initial furnace system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.*

- 8) In the "Furnace Referral" section, enter the "Request Date" in "mm/dd/ccyy" format, or use the "Calendar" icon to select the date.
  - a. The "Request Date" is the date the WHEAP Agency received the furnace related call.

- 9) Select the "Referral Type" from the drop-down menu; either "WHEAP" or "Wx."

- 10) After ownership type has been verified, under "Is Ownership Type Verified" enter "Yes".

**Note:** *For WHEAP Emergency and Non-Emergency Furnace Referrals it is the WHEAP worker's responsibility to verify ownership type. If the referral is a Wx-REF, under "Is Ownership Type Verified", "No" will be entered by default as it is the Weatherization Agency's responsibility to verify ownership for Wx-REFs.*

**Note:** *Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt.*

- 11) Select the "System Type" from the drop-down menu options, (see [Appendix A](#) for definitions)

- a. Warm Air
- b. Hot Water Boiler
- c. Steam Boiler
- d. Mobile Home Warm Air
- e. Wall Furnace
- f. Room/Space Heater
- g. Other

- 12) Under "Vendor Name", your grantee should appear by default.

- a. Should you have more than one grantee, make sure you have selected the correct one by using the "Vendor Lookup" function.

- 13) The "Amount Reserved" will default to the maximum cost limit for a replacement based on system type.

- 14) Check "Ready for Referral".

- a. If you do not check ready for referral an email will not be sent. However, the system will warn you that you have not checked ready for referral.

- 15) Furnace system notes shall be entered and include the following:

- a. Description of the applicant's reported problem and,
- b. Type of proof used to verify homeownership (excluding Wx-REFs) and,

- c. Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents.

16) Click “Save” in the action ribbon,

17) A referral email will be automatically generated to the Weatherization Agency furnace contact(s).

**Note:** *Once the furnace application is saved with the “Ready for Referral” checked the furnace cannot be deleted by the WHEAP Agency. Only the Weatherization Agency has permissions to delete the application.*

## **Appx. D-2 Weatherization Agency: Receiving And Updating Furnace Referrals**

- 1) Log into HE+ System,
- 2) From the dashboard click on the “New Furnace Referral” inbox and click on the appropriate “Furnace Number” or via the “Person Search” screen under “Applications” to find the referral by name/address/person ID.
- 3) Click on “Update Furnace” in the actions toolbar,
  - a. Doing so will change the furnace status from “Referral Sent” to “In Progress”.
- 4) Verify address, update if necessary, validate and save,
- 5) “Is Agency Denied” will default to “no”.
  - a. If denying furnace services, click “Yes” under “Is Agency Denied”, (you will be prompted to select a reason for the denial),
    - i. If the furnace is denied by the agency your service type options will be FCDA (Furnace Denied by Agency) or SFAS (Furnace Assessment),
      1. If you select SFAS then you will be able to charge for a trip charge. The application status will still be denied but you will be paid for the trip charge,
      2. If you select FCDA you will **not** be able to fill in an amount to be paid.
- 6) Select and update “Service Type” to either “SFRT: Furnace Replacement” or “SFRR: Furnace Repair”,
- 7) Update “Reserved Amount” based on assessment estimate, doing so will free up additional funds for the rest of the state to use. This is particularly important towards the end of the year when funds may be low.
  - a. If the amount reserved is over repair or replacement cost limits (see [Chapter 5.2](#)), you will see an “Override Notification” indicating the application is being placed in the

“Furnace Override” inbox and the application status is “On Hold” until a Division representative overrides the amount.

- i. If a “Furnace Override” is needed, the Weatherization Agency shall make furnace system notes indicating the reason why the cost is over the limit then contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) to request a waiver.

8) “Furnace Status” will default to “In Progress”

- a. Change to “Work Complete” if the job is already done and you are either waiting for a final inspection (replacements only) or waiting for the final invoice from the contractor.

9) For “Wx-REFs” the Weatherization Agency is responsible for verifying ownership before any work is started (see Chapter 6.2.1).

- a. After verifying ownership, click “Yes” under “Is Ownership Type Verified” (the system will not allow you to invoice the job unless ownership has been verified).

**Note:** Homeownership documents shall contain either a print date or date stamp to document date of verification/receipt. Proof of homeownership document(s) for Wx-REFs must be dated prior to the start of any Furnace Program services.

10) Furnace system notes shall be entered and include the following:

- a. A description of the nature of the repair or replacement to be performed, and
- b. The age of the furnace, and
- c. Type of proof used to verify homeownership (Wx-REF only), and
- d. That communication has been made with the WHEAP Agency to ensure the applicant household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents, and
- e. An explanation of any deviations from normal procedure.

11) Click “Save”.

### **Appx. D-3 Weatherization Agency: Invoicing Furnace Jobs**

- 1) Log into HE+ System and pull up the furnace referral,
- 2) Click on “Update Furnace”,
- 3) Update “Furnace Status” to “work complete”,
- 4) Verify “Service Type” has been entered correctly,
- 5) The “Service Date” shall be entered when processing an invoice for payment
  - a. Typically, when the furnace was repaired or replaced, but may also be when the assessment determined that no work was necessary,

- 6) "Is Ownership Verified" should be "yes",
- 7) If job is a fuel switch, click "Yes" under "Is Fuel Switch"
- 8) Verify the "Fuel Type."
  - a. If the household will receive, or did receive, a fuel switch, enter the new fuel type, indicate the change (and rationale for the change) in furnace system notes,
- 9) Verify "System Type", change if necessary,
- 10) Enter the "Manufacturer"
  - a. Required for all furnace replacements and repairs,
- 11) Enter the "Model Number,"
  - a. Required for all furnace replacements
  - b. Optional for repairs
- 12) Update "Repair/Replace Cost" to reflect what is on the contractor's final invoice,
  - a. The "Reserved Amount" will automatically update to reflect the same amount
- 13) Enter applicable "Job Cost Reductions",
  - a. Any customer contributions, incentives or rebates on equipment or services from other sources
- 14) Verify that "Total Cost" is correct,
- 15) Complete the following required documentation in furnace system notes:
  - a. The reason any additional charges were incurred,
  - b. Any extenuating circumstances related to the furnace service and how they were addressed (e.g. delayed delivery),
  - c. Any waivers requested from the Help Desk,
  - d. Any additional information that is pertinent should also be added to furnace system notes.

**Note:** *There shall be at least two separate furnace system note entries, one from the WHEAP agency when the referral is made and others from the Weatherization agency as the job progresses.*
- 16) Check "Ready for Invoice",
- 17) Click "Save Furnace Application" in the actions toolbar to generate payment to the Weatherization agency upon benefit extraction.
  - a. If the cost of the job goes over the repair or replacement cost limit, (see [Chapter 5.2](#)), you will see an "Override Notification" indicating the application is being placed in the "Furnace Override" inbox and the application status is "On Hold" from extraction until a Division representative overrides the amount.

- b. If a "Furnace Override" is needed contact the HE+ Help Desk ([heat@wisconsin.gov](mailto:heat@wisconsin.gov) or 608-267-3680) to request a "cost override",
- c. Initial furnace system notes requested by the Weatherization agency from the Division indicating the waiver request was approved should already be the system. After the Division performs the cost override function, the job should be in "Paid Submitted" status until the next system extraction.

***Note: A cost override will not be issued by the Division until a "Service Date" has been entered and "Ready for Invoice" has been checked.***

- 18) Once a furnace has been repaired, additional repair work or replacement shall be a separate furnace activity, and shall not be added to the initial furnace service request.

## **Appendix E: Furnace Quality Assurance Tool For WX Agencies-Instructions**

### **HE + Weatherization Agency Furnace Quality Assurance Tool Instructions**

Home Energy Plus Furnace policy requires that agencies conduct internal quality assurance reviews of a minimum of five repair files, or 5% of the total repair files (whichever is greater), and five replacement files, or 5% of the total replacement files (whichever is greater) for each County/Tribe. Multiple tabs have been created in the spreadsheet for the Counties or Tribes your agency serves and tab names can be modified. Quality assurance reviews shall be performed semi-annually using the HE+ Furnace Quality Assurance tool. Use of this document is required.

This document is a fillable form that requires review of the job in the HE+ System as well as a review of the client's file. Select Weatherization Agency Name from the Drop Down menu, select County or Tribe Name for review. Enter client's first and last name.

- Data entry 1 through 8 requires names and dates
- Data entry fields 9 through 25 are selected using the drop down menus (Yes/No/NA) in each field
- Data entry fields 18-24 are for replacement files only. If you are reviewing a repair file, these fields should be left blank
- Date entry field 25 is for Weatherization Referrals only. If you are reviewing a WHEAP Referral file, this field should be left blank

There is a section for general comments about the case or identification of Corrective Action that may be necessary to correct the errors identified:

#### **General Comments:**

Please document missing items, incorrect dates and other file deficiencies here. Follow-up with corrective actions taken and enter notes in the system of what was corrected. Discrepancies identified should be used for internal training purposes.

#### **Corrective Action:**

Identification and Follow up action necessary to correct errors. Corrective Action may include additional training, making changes to the fields in the HE+ System, requesting WHEAP to make changes to Master Record or contacting the Help Desk if related to underpayment or overpayment of expenses.

**Reminder:** After each review completed a note shall be entered in the Furnace Application that it had undergone a Desktop Review and other pertinent findings.

## Appx. E-2: Furnace Quality Assurance Tool for WX Agencies

WEATHERIZATION AGENCY:		HE+ Furnace Quality Assurance Tool For WX Agencies															
COUNTY/TRIBE:																	
		LAST NAME	FIRST NAME	LAST NAME	FIRST NAME	LAST NAME	FIRST NAME	LAST NAME	FIRST NAME	LAST NAME	FIRST NAME	LAST NAME	FIRST NAME	LAST NAME	FIRST NAME	LAST NAME	FIRST NAME
<b>Components for Review:</b>																	
<b>SYSTEM REVIEW</b>																	
1.	Date Review completed																
2.	Name of person conducting Review																
3.	QA Reviewer different than person costing out job?																
4.	Furnace Number																
5.	Request Date																
6.	Assessment Date																
7.	Service Date																
8.	Final Inspection Date																
9.	Assessment completed within 24 hours of Emergency Referral?																
10.	If no, are there notes in the system explaining the delay?																
11.	Services completed within 72 hours of receiving the referral?																
12.	If no, are there notes in the system explaining the delay?																
13.	Repair(RR)/Replacement(RT) correctly coded in System?																
14.	System Type correctly noted in System?																
15.	Invoices in file for job match total amount entered in System?																
16.	Age of existing or replaced heating system in System Notes?																
17.	Description of repair or why replacement needed in System Notes?																
<b>FILE REVIEW FOR REPLACEMENTS</b>																	
18.	Appropriate Building Permit(s) in file?																
19.	Appropriate HVAC Checklist for system type in file?																
20.	Customer signed Furnace Program Client Agreement in file?																
21.	Photographs documenting furnace condition prior to replacement?																
22.	Sizing Calculations in File?																
23.	Final inspection completed?																
24.	If no, are there notes in the system explaining why?																
<b>FILE REVIEW FOR WX-REF</b>																	
25.	Proof of Home ownership verification in Wx file?																
<b>General Review comments</b>																	
<b>Corrective Action Necessary to Correct discrepancies.</b>																	

## Appendix F: Summary Of Changes

### 2018 HOME ENERGY PLUS FURNACE PROGRAM MANUAL SUMMARY OF CHANGES

Changes effective October 1, 2017

	Section(s)	Topic	Revision	WX or WHEAP Related
1.	1	Introduction	<b>Revised to clarify:</b> <b>Note:</b> The difference between Emergency and Non-Emergency Furnace Referrals are the time of year in which they are made and the response timelines. In both cases the furnace must be inoperable or unsafe at the time of the referral.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
2.	1.1(3) Also: 3.3	Overview	<b>Policy Change:</b> Homes owned by a business (LLCs, Limited Partnerships, Corporations, etc.) are not eligible for Furnace Program services. Contact the HE+ Help Desk ( <a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680) prior to denying the referral request.	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
3.	1.1(4g) Also: 1.1(5c) 3.5(6) 3.6.4(8)	Overview	<b>Policy Change:</b> HE+ Furnace Program services may be deferred or denied for several different reasons including: <ul style="list-style-type: none"> <li>The applicant did not reside in the home at the time the heating system failed or became unsafe.</li> </ul>	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
4.	2.1	WHEAP Agency Response Requirements	<b>Revised to add:</b> <b>Reminder:</b> The local WHEAP Agency is responsible for ensuring that applicants waiting for furnace services have temporary heat, can be provided temporary heat, or are able to relocate. The WHEAP Agency is responsible for ensuring the health and safety of the household.	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
5.	2.1 7.2(7) Appx. D-1(15d)	WHEAP Agency Response Requirements	<b>Revised to add:</b> <b>Note:</b> When entering initial furnace referral notes, the WHEAP worker shall include the following for each referral: <ul style="list-style-type: none"> <li>Description of applicant's reported problem</li> <li>Type of proof used to verify ownership (excluding Wx-REFs)</li> </ul>	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

	Section(s)	Topic	Revision	WX or WHEAP Related
			<ul style="list-style-type: none"> <li>Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents.</li> </ul>	
6.	2.1 Also: 3.6.5(1)	WHEAP Agency Response Requirements	<p><b>Revised to clarify:</b>  <b>Note:</b> If the WHEAP Agency does not create a furnace referral due to the customer not meeting eligibility requirements, the WHEAP worker shall complete all the following steps:</p> <ul style="list-style-type: none"> <li>Notify the customer by phone, letter, or email that their request has been denied and explain the reason for the denial.</li> <li>Make system notes in the 'general' section detailing the customer's situation and why the referral was not made.</li> </ul>	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
7.	2.2	Weatherization Agency Response Requirements: Non-Emergency furnace services	<p><b>Revised to add:</b>  <b>Note:</b> In the case of a delayed response (assessment conducted beyond 24-hour deadline or services completed after 72-hour deadline), the Weatherization Agency shall document in furnace system notes the reason for the delay and whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents.</p>	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
8.	2.2 Also: 5.2.5(5)	Weatherization Agency Response Requirements: Non-Emergency furnace services	<p><b>Added to clarify:</b>  <b>Exception:</b> In the case of a Non-Emergency fuel switch, response requirements <b>do not</b> apply when a main and/or lateral is being extended.</p>	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
9.	3.1 Also: 6.3.1	WHEAP Eligibility for HE+Furnace Program Services	<p><b>Added WHEAP Policy Change</b>  <b>Reminder:</b> Households reporting zero income for two (2) consecutive years require an in-person application which shall be reviewed and approved by a supervisor/manager prior to submittal. HE+ system notes shall document name of supervisor/manager who approved the case as</p>	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP

	Section(s)	Topic	Revision	WX or WHEAP Related
			ready to be submitted. An explanation in HE+ system notes shall also include a description of how the household living expenses are being/have been paid.	
10.	3.1(1)	Deceased Individual	<b>Added WHEAP Policy Change</b> <b>Note:</b> If the death of the case head or household member occurs after the date of application and before the application is extracted, the application is no longer valid and the application will deny because there is a deceased individual on the application. Any unextracted furnace applications will be systematically locked when the case head or household member has been marked deceased. The WHEAP Agency shall contact the HE+ Help Desk to unlock the furnace application and shall receive prior approval before processing the application. For additional guidance, please contact the HE+ Help Desk ( <a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680.	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
11.	3.2	No Heat (applies to Emergency and Non-Emergency Furnace Referrals)	A no-heat situation does <b>not</b> exist if: <ul style="list-style-type: none"> <li>The furnace is not running due to electricity being disconnected or no fuel is available to run the furnace.</li> </ul>	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
12.	3.4.1(2) Also: 3.4.2(1) 3.5(3f) 6.1.1(3) 7.2(2)	Rental Dwellings	<b>Policy Change:</b> <b>Note:</b> If the property owner does not claim rental income and/or does not file taxes, contact the HE+ Help Desk ( <a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680) for guidance.	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
13.	3.5(5) Also: 3.6.4(7)	Dwelling and Structural Eligibility	<b>Policy Change:</b> If a structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+ Help Desk	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP

	Section(s)	Topic	Revision	WX or WHEAP Related
			( <a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680) prior to proceeding with a furnace referral.	
14.	3.5(6)	Dwelling and Structural Eligibility	<b>Policy Change:</b> If, after the assessment of a failed furnace, the Weatherization Agency or its subcontractor determines the heating system had not been in working condition prior to the customer's residency in the home, the Weatherization Agency shall receive approval from the HE+ Help Desk ( <a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680) <b>prior to proceeding with Furnace Program services.</b>	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
15.	3.6.1(1-3)	When to Defer or Deny Furnace Program Services	<b>Revised to add:</b> The Division administers several housing programs that may be appropriate referral resources, including: <ul style="list-style-type: none"> <li>• <a href="#">Community Development Block Grant (CDBG)-Small Cities Housing Program</a></li> <li>• <a href="#">CDBG-Housing Revolving Loan Fund Program</a></li> <li>• <a href="#">HOME Homebuyer and Rehabilitation Program</a></li> </ul>	<input checked="" type="checkbox"/> <b>WX</b> <input checked="" type="checkbox"/> <b>WHEAP</b>
16.	3.6.4(6)	Denial of Furnace Program Services	<b>Revised to include adding notes in the system:</b> Furnace Program services may be denied when: <ul style="list-style-type: none"> <li>• Two or more <b>documented</b> appointments set by the grantee or contractor have been missed by the customer. Dates and times of appointments made and subsequently missed by the customer shall be added to furnace system notes.</li> </ul>	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
17.	3.6.5(2)	Denial of Service Notification Requirements: Weatherization Agency Requirements	<b>Revised to clarify:</b> If a dwelling/unit is determined ineligible for Furnace Program services during or after the initial assessment, the Weatherization Agency shall complete <b>all</b> of the following steps: <ul style="list-style-type: none"> <li>• Cease the provision of services,</li> <li>• Send a denial letter to the customer with the reason for the denial,</li> <li>• Deny the referral in the HE+ system,</li> <li>• Invoice the job as 'assessment only' using the SFAS code,</li> </ul>	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>

	Section(s)	Topic	Revision	WX or WHEAP Related
			<ul style="list-style-type: none"> <li>Contact the WHEAP Agency to inform them of the denial,</li> <li>Provide the WHEAP Agency with a copy of the denial letter,</li> <li>Make furnace system notes detailing the reason(s) for the denial.</li> </ul>	
18.	4.1(5)	Operational Procedures: General Responsibilities	<b>Added to clarify:</b> <b>Note:</b> For furnace replacements, the final invoice shall not be submitted in the HE+System until after the completion of the final inspection and any re-works or corrections.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
19.	4.1(10) Also: 5.1 5.2.2 5.2.4(7) 5.2.6(1)(2) Appx. B	Operational Procedures: General Responsibilities	<b>Revised to update location:</b> Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus (HE+) Furnace Programs describes technical requirements and is available on the <a href="#">HE+ Procurement SharePoint</a> server.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
20.	4.1(12)	Operational Procedures: General Responsibilities	<b>Revised to add:</b> See Chapter 6 of the <a href="#">Weatherization Assistance Program Manual</a> for details on Procurement Management.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
21.	5.2.1(6) Also: 5.2.8(5) Appx A- Heating System Types	Repair or Replacement	<b>Revised to add:</b> <b>Note:</b> Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement through the HE+ Furnace Program.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
22.	5.2.5	Fuel Switches	<b>Revised to add:</b> A fuel switch shall be considered with all Furnace Program replacements.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
23.	5.2.5(1)	Fuel Switches	<b>Revised to clarify:</b> <b>Note:</b> If the primary furnace is working and safe the referring agency shall contact the HE+ Help Desk ( <a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680) and request a waiver prior to completing a furnace referral.	<input checked="" type="checkbox"/> <b>WX</b> <input checked="" type="checkbox"/> <b>WHEAP</b>

	Section(s)	Topic	Revision	WX or WHEAP Related
24.	5.2.5(4)	Fuel Switches	<b>Revised to add:</b> Switching of fuel types is allowed under the following circumstances: Natural gas is currently being used for other purposes within the home and it is feasible to install a kit to convert the existing LP furnace to natural gas as a repair.	<input checked="" type="checkbox"/> <b>WX</b> <input checked="" type="checkbox"/> <b>WHEAP</b>
25.	5.2.5.1(1)	Additional Guidance on Fuel Switches	<b>Revised to add text from Fuel Switch policy:</b> Replacement or conversion of cook stoves, water heaters or dryers is not allowed with HE+ Furnace Program funds. If no other resources are available, the customer must arrange and pay for existing appliances to be replaced or converted to natural gas.	<input checked="" type="checkbox"/> <b>WX</b> <input checked="" type="checkbox"/> <b>WHEAP</b>
26.	5.2.5.1(2)	Additional Guidance on Fuel Switches	<b>Policy Change:</b> The maximum allowable expenditure for collateral activities associated with a fuel switch project is \$1,500. 3) These are costs that are related to fuel switching that are not part of the base bid price for installing a heating system. 4) Examples include oil tank capping or removal, gas lines, orifice replacement, and ductwork in electric to gas conversions. <b>Note:</b> <i>If the fuel switching collateral costs are estimated to exceed \$1,500 the agency shall contact the HE+ Help Desk (<a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a> or 608-267-3680) and receive approval from the Division prior to proceeding with the fuel switch.</i>	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
27.	5.2.6 (5b)	Installation	<b>Revised to add:</b> The letter should make it clear that the household is responsible for scheduling the final inspection and <i>give the customer a ten-day deadline to schedule the inspection.</i>	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
28.	5.2.6(5c)	Installation	<b>Revised to add:</b> Once the deadline has passed with no contact from the customer, the Weatherization operator should	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>

	Section(s)	Topic	Revision	WX or WHEAP Related
			proceed to prepare and submit the invoice in the HE+ System for payment.	
29.	5.2.7(1a) Also: Appendix C	Collateral Activities	<b>Revised to add:</b> Heating System Replacement Checklists have been updated to include an area under the 'general' section for the contractor to indicate whether a building permit is required for the replacement job. If a permit is required, the contractor shall check the box. Leaving the box unchecked indicates a permit is not required from the municipality. Heating System Replacement Checklists are available on the <a href="#">HE+ website</a> and shown as example Appendix C.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
30.	6.2.1(3b)	Weatherization Agency Furnace File Documentation: Emergency and Non-Emergency Furnace Referrals	<b>Updated to add:</b> For replacements: copy of building permit(s), if required by local government. If a permit is not issued by the local jurisdiction, then a copy of the receipt for payment is acceptable documentation.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
31.	6.3.1	WHEAP Agency FQA Requirements	<b>Updated to add:</b> <b>Note:</b> The WHEAP worker reviewing the file shall also review the original or "parent" HE+ application associated with the file to ensure that eligibility and benefits were accurately determined.	<input type="checkbox"/> <b>WX</b> <input checked="" type="checkbox"/> <b>WHEAP</b>
32.	6.3.2(1)	Weatherization Agency FQA Requirements	<b>Policy Change to increase number of repair files to review:</b> Weatherization agencies shall ensure the internal FQA is conducted twice per program year: in January for October to December activity and again in May for January to April activity. All activity shall use the HE+ Furnace Quality Assurance tool, and include an annual minimum of: 1) Five repair files, or 5% of the total repair files (whichever is greater).	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
33.	6.3.2(2b)	Weatherization Agency FQA Requirements	<b>Update to add:</b> The FQA review tool submitted to the Division	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>

	Section(s)	Topic	Revision	WX or WHEAP Related
			upon request must be on the Excel document provided by DEHCR.	
34.	6.3.2(3)	Weatherization Agency FQA Requirements	<b>Update to add:</b> <b>Note:</b> A revised Furnace Quality Assurance Tool for Weatherization Agencies is available on the <a href="#">HE+ website</a> and shown as an example in <a href="#">Appendix E</a> .	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
35.	7	Processing Furnace Program Requests	<b>Formatting:</b> Chapter 7 has been reformatted for clarity and step-by-step HE+ System Data Entry instructions for each process are in Appendix D.	<input checked="" type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
36.	7.2	WHEAP Agency: Generating a Furnace Referrals and Reserving Funds	<b>Revision:</b> WHEAP workers are no longer required to enter the estimated age of the heating system in furnace system notes.	<input type="checkbox"/> WX <input checked="" type="checkbox"/> WHEAP
37.	7.3.2	Weatherization Agency: Updating and Costing Furnace Referrals	<b>Updated to add:</b> The Weatherization Agency shall acknowledge receiving a new furnace referral by clicking "Update Furnace" in the HE+ System within <b>three business days</b> of the referral appearing in the "New Furnace Referrals" inbox.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
38.	7.3.3(3) Also Appx. D-3(17)	Weatherization Agency: Invoicing Furnace Jobs	<b>Added to clarify:</b> <b>Note:</b> A cost override will not be issued by the Division until a "Service Date" has been entered and "Ready for Invoice" has been checked.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
39.	8.5	Furnace Program Support	<b>Updated to add:</b> Support labor includes costs for staff directly managing Furnace Program activities and program staff. Agencies shall not include administrative, human resources, finance and clerical staff costs without prior written approval from the Division.	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP
40.	8.5(3)	Furnace Program Support	<b>Updated to add as allowable Program Support expenses:</b> Direct supervision of Furnace Program staff by the HE+ Program Manager and/or Director	<input checked="" type="checkbox"/> WX <input type="checkbox"/> WHEAP

	Section(s)	Topic	Revision	WX or WHEAP Related
41.	8.5.1	Payment Bonds	<b>Policy Change:</b> Payment bonds are required for all weatherization and HE+ Furnace Program services contracts exceeding \$149,999 annually and where wholesaler or subcontractor partnerships are utilized to deliver services. (Please see entire section).	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
42.	Appendix A	Definitions	<b>Revised to clarify:</b> <b><u>Assessment</u></b> A visual inspection (with testing as needed) of a heating system in response to a Furnace Program referral to evaluate the need for repair or replacement of the system. The assessment shall take into account the functionality and condition of the heating system.	<input checked="" type="checkbox"/> <b>WX</b> <input type="checkbox"/> <b>WHEAP</b>
43.	Appendix A	Definitions	<b>Revised to clarify:</b> <b><u>Denial Of Service</u></b> A refusal of Furnace Program services due to a dwelling not being eligible or other policy-related issues (see <a href="#">Section 3.6</a> ). If the situation is resolved at a later date and the customer still remains WHEAP eligible a new furnace referral shall be created by the WHEAP Agency.	<input checked="" type="checkbox"/> <b>WX</b> <input checked="" type="checkbox"/> <b>WHEAP</b>